

Guidelines For: MR-1 Response Time OSS Maintenance Interface

C2C Guideline:	
Definition:	<p>"Response time" is defined as the time, in seconds, that elapses from issuance of a query request to receipt of a response by the requesting carrier. Response times will be measured and reported separately for each of the following: Web GUI and Electronic Bonding.</p> <p>For BA retail representatives: Actual response times reported by Caseworker. For CLEC representatives: Actual response times reported by RETAS. For "Create Trouble" includes basic Create Trouble transactions.</p>
Performance Standard:	CLEC complex Create Trouble transactions that cannot be performed by BA Retail.
Exclusions:	CLEC complex Create Trouble transactions that cannot be performed by BA Retail.
Report Dimensions:	BA Retail, CLEC Aggregate, CLEC Specific, BA Affiliate Aggregate, BA Affiliate Specific
Geography:	State
<p>30 Note: Bell Atlantic uses two databases to collect maintenance performance data. Coding specified in this section is largely POTS services. Special Services and T coding descriptions are included in Appendix A.</p>	

**OSS & BILLING (PRE-ORDERING)**

Report Labels: MR-1-01-6040 TROUBLE REPORTING (OSS)

Parity + 7 Seconds

Guidelines: MR-1 - Response Time OSS Maintenance Interface

Average Response Time - Create Trouble - Web GUI

**Result:** (Numerator / Denominator)**Denominator:**

Number of Create Trouble transactions.

**Numerator:**

Sum of all response times for Create Trouble transactions.

**Filtered output file:** RPT02L

For the details on the above out put filtered file layout refer to File Appendix: 61 File Type: Text

**Formula For:** CLEC**Denominator****Numerator****Filtered output file:** MR-1-01 to MR-1-05 Verizon Only

For the details on the above out put filtered file layout refer to File Appendix: 8 File Type: Text

**Formula For:** VERIZON**Denominator****Numerator**

```
SELECT
COUNT(*)* 0.8
WHERE APPLN_C = C2C01
AND (( STRT_WIN_C = C2C01AA
AND END_WIN_C = C2C01FA
AND WDGT_C = OK_PB )
OR ( STRT_WIN_C = C2C01FA
AND END_WIN_C = C2C01AA
AND WDGT_C = OK_PB ))
AND LOG_TS >= STARTDATE
AND LOG_TS <= ENDDATE
```

```
SELECT
SUM(ELAPSD_TM)
WHERE APPLN_C = C2C01
AND (( STRT_WIN_C = C2C01AA
AND END_WIN_C = C2C01FA
AND WDGT_C = OK_PB )
OR ( STRT_WIN_C = C2C01FA
AND END_WIN_C = C2C01AA
AND WDGT_C = OK_PB ))
AND LOG_TS >= STARTDATE
AND LOG_TS <= ENDDATE
```

The total number of Verizon Create/Modify transactions are adjusted using an 80/20 split. This is done because the Create and Modify transactions use the same window-to-window transactions to perform their function. In the Caseworker/R2 South application there is no way to differentiate between two transactions as currently logged. Beginning with the June data month, this fixed 80/20 split will be changed to a ratio determined by a running quarterly analysis of the Caseworker North Create/Modify actual ratio. The Caseworker North application is able to distinguish between Create and Modify transactions. \* This Note applies to MR-1-01-6040, MR-1-01-6060, MR-1-03-6040, MR-1-03-6060

**OSS & BILLING (PRE-ORDERING)**

Report Labels: MR-1-01-6060 TROUBLE REPORTING (OSS)

Parity + 4 Seconds

Guidelines: MR-1 - Response Time OSS Maintenance Interface

Average Response Time - Create Trouble - Electronic Bonding

**Result:** (Numerator / Denominator)**Denominator:**

Number of Create Trouble transactions.

**Numerator:**

Sum of all response times for Create Trouble transactions.

**Filtered output file:** EB Input File

For the details on the above out put filtered file layout refer to File Appendix: 10 File Type: C++ OBJECT

**Formula For:** CLEC**Denominator**

```
SELECT
COUNT(*) EACH TRANSACTION ID MUST BE MATCHED WITH
SAME TRANSACTION ID. EACH MATCH MUST INCLUDE ONE
TRANS_REQ_RESP = REQ AND ONE TRANS_REQ_RESP =
RSP.
WHERE TRAN_TYPE = CREATE
```

**Numerator**

```
SELECT
SUM( (DATE, TIME TRAN1(REQ) - DATE, TIME TRAN2(REQ) )
EACH TRANSACTION ID MUST BE MATCHED WITH SAME
TRANSACTION ID. EACH MATCH MUST INCLUDE ONE
TRANS_REQ_RESP = REQ AND ONE TRANS_REQ_RESP =
RSP.
WHERE TRAN_TYPE = CREATE
```

**Filtered output file:** MR-1-01 to MR-1-05 Verizon Only

For the details on the above out put filtered file layout refer to File Appendix: 8 File Type: Text

**Formula For:** VERIZON**Denominator**

```
SELECT
COUNT(*)* 0.8
WHERE APPLN_C = C2C01
AND ( ( STRT_WIN_C = C2C01AA
AND END_WIN_C = C2C01FA
AND WDGT_C = OK_PB )
OR ( STRT_WIN_C = C2C01FA
AND END_WIN_C = C2C01AA
AND WDGT_C = OK_PB ))
AND LOG_TS >= STARTDATE
AND LOG_TS <= ENDDATE
```

**Numerator**

```
SELECT
SUM(ELAPSD_TM)
WHERE APPLN_C = C2C01
AND ( ( STRT_WIN_C = C2C01AA
AND END_WIN_C = C2C01FA
AND WDGT_C = OK_PB )
OR ( STRT_WIN_C = C2C01FA
AND END_WIN_C = C2C01AA
AND WDGT_C = OK_PB ))
AND LOG_TS >= STARTDATE
AND LOG_TS <= ENDDATE
```

The total number of Verizon Create/Modify transactions are adjusted using an 80/20 split. This is done because the Create and Modify transactions use the same window-to-window transactions to perform their function. In the Caseworker/R2 South application there is no way to differentiate between two transactions as currently logged. Beginning with the June data month, this fixed 80/20 split will be changed to a ratio determined by a running quarterly analysis of the Caseworker North Create/Modify actual ratio. The Caseworker North application is able to distinguish between Create and Modify transactions. \* This Note applies to MR-1-01-6040, MR-1-01-6060, MR-1-03-6040, MR-1-03-6060

OSS & BILLING (PRE-ORDERING)

Report Labels: 

MR-1-02-6040

TROUBLE REPORTING (OSS)

Parity + 7 Seconds

Guidelines: 

MR-1 - Response Time OSS Maintenance Interface

Average Response Time - Status Trouble - Web GUI

Result: (Numerator / Denominator)	
Denominator:	Numerator:
Number of Status Trouble transactions	Sum of all response times for Status Trouble transactions

**Filtered output file:** MR-1-01 to MR-1-05 Verizon Only

For the details on the above out put filtered file layout refer to File Appendix: 8      File Type: Text

**Formula For:** VERIZON

Denominator	Numerator
<div>SELECT SUM (COUNT) WHERE APPLN_C = C2C01 AND (( STRT_WIN_C = C2C01GK AND END_WIN_C = C2C011A AND WDGT_C = OK_PB )) AND LOG_TS &gt;= STARTDATE AND LOG_TS &lt;= ENDDATE</div>	<div>SELECT SUM(ELAPSD_TM) WHERE APPLN_C = C2C01 AND (( STRT_WIN_C = C2C01GK AND END_WIN_C = C2C011A AND WDGT_C = OK_PB )) AND LOG_TS &gt;= STARTDATE AND LOG_TS &lt;= ENDDATE</div>

**OSS & BILLING (PRE-ORDERING)**

Report Labels: MR-1-02-6060 TROUBLE REPORTING (OSS)

Parity + 4 Seconds

Guidelines: MR-1 - Response Time OSS Maintenance Interface

Average Response Time - Status Trouble - Electronic Bonding

**Result:** (Numerator / Denominator)**Denominator:**

Number of Status Trouble transactions

**Numerator:**

Sum of all response times for Status Trouble transactions

**Filtered output file:** EB Input File

For the details on the above out put filtered file layout refer to File Appendix: 10 File Type: C++ OBJECT

**Formula For:** CLEC**Denominator**

```
SELECT
COUNT(*) EACH TRANSACTION ID MUST BE MATCHED WITH
SAME TRANSACTION ID. EACH MATCH MUST INCLUDE ONE
TRANS_REQ_RESP = REQ AND ONE TRANS_REQ_RESP =
RSP.
WHERE TRAN_TYPE = GET
```

**Numerator**

```
SELECT
SUM(DATE, TIME TRAN1(Resp) - DATE, TIME TRAN2(Req) )
EACH TRANSACTION ID MUST BE MATCHED WITH SAME
TRANSACTION ID. EACH MATCH MUST INCLUDE ONE
TRANS_REQ_RESP = REQ AND ONE TRANS_REQ_RESP =
RSP.
WHERE TRAN_TYPE = GET
```

**Filtered output file:** RPT02L - Trouble Ticket Status MR-1-02-6040 WEB

For the details on the above out put filtered file layout refer to File Appendix: 73 File Type: Text

**Formula For:** CLEC**Denominator****Numerator****Filtered output file:** MR-1-01 to MR-1-05 Verizon Only

For the details on the above out put filtered file layout refer to File Appendix: 8 File Type: Text

**Formula For:** VERIZON**Denominator**

```
SELECT
COUNT(*)
WHERE APPLN_C = C2C01
AND (( STRT_WIN_C = C2C01GK
AND END_WIN_C = C2C01IA
AND WDG_T_C = OK_PB ))
AND LOG_TS >= STARTDATE
AND LOG_TS <= ENDDATE
```

**Numerator**

```
SELECT
SUM(ELAPSD_TM)
WHERE APPLN_C = C2C01
AND (( STRT_WIN_C = C2C01GK
AND END_WIN_C = C2C01IA
AND WDG_T_C = OK_PB ))
AND LOG_TS >= STARTDATE
AND LOG_TS <= ENDDATE
```

**OSS & BILLING (PRE-ORDERING)**

Report Labels: MR-1-03-6040 TROUBLE REPORTING (OSS)

Parity + 7 Seconds

Guidelines: MR-1 - Response Time OSS Maintenance Interface

Average Response Time - Modify Trouble - Web GUI

**Result:** (Numerator / Denominator)**Denominator:**

Number of Modify Trouble transactions

**Numerator:**

Sum of all response times for Modify Trouble transactions

**Filtered output file:** RPT02L- Trouble Ticket Modify MR-02-6040 WEB

For the details on the above out put filtered file layout refer to File Appendix: 75 File Type: Text

**Formula For:** CLEC**Denominator**

```
SELECT
SUM (COUNT)
WHERE APPLN_C = C2C01
AND (( STRT_WIN_C = C2C01AA
AND END_WIN_C = C2C01FA
AND WDGT_C = OK_PB )
OR ( STRT_WIN_C = C2C01FA
AND END_WIN_C = C2C01AA
AND WDGT_C = OK_PB ))
AND LOG_TS >= STARTDATE
AND LOG_TS <= ENDDATE
```

**Numerator**

```
SELECT
SUM(TOTAL TIME)
WHERE APPLN_C = C2C01
AND (( STRT_WIN_C = C2C01AA
AND END_WIN_C = C2C01FA
AND WDGT_C = OK_PB )
OR ( STRT_WIN_C = C2C01FA
AND END_WIN_C = C2C01AA
AND WDGT_C = OK_PB ))
AND LOG_TS >= STARTDATE
AND LOG_TS <= ENDDATE
```

**Filtered output file:** MR-1-01 to MR-1-05 Verizon Only

For the details on the above out put filtered file layout refer to File Appendix: 8 File Type: Text

**Formula For:** VERIZON**Denominator**

```
SELECT
SUM (COUNT) *.2
WHERE APPLN_C = C2C01
AND (( STRT_WIN_C = C2C01AA
AND END_WIN_C = C2C01FA
AND WDGT_C = OK_PB )
OR ( STRT_WIN_C = C2C01FA
AND END_WIN_C = C2C01AA
AND WDGT_C = OK_PB ))
AND LOG_TS >= STARTDATE
AND LOG_TS <= ENDDATE
```

**Numerator**

```
SELECT
SUM (ELAPSD_TIME)
WHERE APPLN_C = C2C01
AND (( STRT_WIN_C = C2C01AA
AND END_WIN_C = C2C01FA
AND WDGT_C = OK_PB )
OR ( STRT_WIN_C = C2C01FA
AND END_WIN_C = C2C01AA
AND WDGT_C = OK_PB ))
AND LOG_TS >= STARTDATE
AND LOG_TS <= ENDDATE
```

The total number of Verizon Create/Modify transactions are adjusted using an 80/20 split. This is done because the Create and Modify transactions use the same window-to-window transactions to perform their function. In the Caseworker/R2 South application there is no way to differentiate between two transactions as currently logged. Beginning with the June data month, this fixed 80/20 split will be changed to a ratio determined by a running quarterly analysis of the Caseworker North Create/Modify actual ratio. The Caseworker North application is able to distinguish between Create and Modify transactions. \* This Note applies to MR-1-01-6040, MR-1-01-6060, MR-1-03-6040, MR-1-03-6060

**OSS & BILLING (PRE-ORDERING)**

Report Labels: MR-1-03-6060 TROUBLE REPORTING (OSS)

Parity + 4 Seconds

Guidelines: MR-1 - Response Time OSS Maintenance Interface

Average Response Time - Modify Trouble - Electronic Bonding

**Result:** (Numerator / Denominator)**Denominator:**

Number of Modify Trouble transactions

**Numerator:**

Sum of all response times for Modify Trouble transactions

**Filtered output file:** EB Input File

For the details on the above out put filtered file layout refer to File Appendix: 10 File Type: C++ OBJECT

**Formula For:** CLEC**Denominator**

```
SELECT
COUNT(*) EACH TRANSACTION ID MUST BE MATCHED WITH
SAME TRANSACTION ID. EACH MATCH MUST INCLUDE ONE
TRANS_REQ_RESP = REQ AND ONE TRANS_REQ_RESP =
RSP.
WHERE TRAN_TYPE = SET
```

**Numerator**

```
SELECT
SUM( (DATE, TIME TRAN1(REQ) - DATE, TIME TRAN2(REQ) )
EACH TRANSACTION ID MUST BE MATCHED WITH SAME
TRANSACTION ID. EACH MATCH MUST INCLUDE ONE
TRANS_REQ_RESP = REQ AND ONE TRANS_REQ_RESP =
RSP.
WHERE TRAN_TYPE = SET
```

**Filtered output file:** MR-1-01 to MR-1-05 Verizon Only

For the details on the above out put filtered file layout refer to File Appendix: 8 File Type: Text

**Formula For:** VERIZON**Denominator**

```
SELECT
COUNT(*)*0.2
WHERE APPLN_C = C2C01
AND (( STRT_WIN_C = C2C01AA
AND END_WIN_C = C2C01FA
AND WDGT_C = OK_PB )
OR ( STRT_WIN_C = C2C01FA
AND END_WIN_C = C2C01AA
AND WDGT_C = OK_PB ))
AND LOG_TS >= STARTDATE
AND LOG_TS <= ENDDATE
```

**Numerator**

```
SELECT
SUM(ELAPSD_TM)
WHERE APPLN_C = C2C01
AND (( STRT_WIN_C = C2C01AA
AND END_WIN_C = C2C01FA
AND WDGT_C = OK_PB )
OR ( STRT_WIN_C = C2C01FA
AND END_WIN_C = C2C01AA
AND WDGT_C = OK_PB ))
AND LOG_TS >= STARTDATE
AND LOG_TS <= ENDDATE
```

The total number of Verizon Create/Modify transactions are adjusted using an 80/20 split. This is done because the Create and Modify transactions use the same window-to-window transactions to perform their function. In the Caseworker/R2 South application there is no way to differentiate between two transactions as currently logged. Beginning with the June data month, this fixed 80/20 split will be changed to a ratio determined by a running quarterly analysis of the Caseworker North Create/Modify actual ratio. The Caseworker North application is able to distinguish between Create and Modify transactions. \* This Note applies to MR-1-01-6040, MR-1-01-6060, MR-1-03-6040, MR-1-03-6060

OSS & BILLING (PRE-ORDERING)

Report Labels: 

MR-1-04-6040

TROUBLE REPORTING (OSS)

Parity + 7 Seconds

Guidelines: 

MR-1 - Response Time OSS Maintenance Interface

Average Response Time - Request Cancellation of Trouble - Web GUI

**Result:** (Numerator / Denominator)

Denominator:	Numerator:
Number of Request Cancellation of Trouble transactions	Sum of all response times for Request Cancellation of Trouble transactions.

**Filtered output file:** RPT02L- Trouble Ticket Close, History, Test

For the details on the above out put filtered file layout refer to File Appendix: 76      File Type: Text

**Formula For:** CLEC

Denominator	Numerator
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**Filtered output file:** MR-1-01 to MR-1-05 Verizon Only

For the details on the above out put filtered file layout refer to File Appendix: 8      File Type: Text

**Formula For:** VERIZON

Denominator	Numerator
-------------	-----------

```
SELECT
COUNT(*)
WHERE APPLN_C = C2C01
AND (( STRT_WIN_C = C2C01AA
AND END_WIN_C = C2C01FA
AND WDGT_C = OK_PB )
OR ( STRT_WIN_C = C2C01FA
AND END_WIN_C = C2C01FB
AND WDGT_C = CLOSEOUT_PB )
OR ( STRT_WIN_C = C2C01FB
AND END_WIN_C = C2C01AA
AND WDGT_C = OK_PB ))
AND LOG_TS >= STARTDATE
AND LOG_TS <= ENDDATE
```

```
SELECT
SUM(ELAPSD_TM)
WHERE APPLN_C = C2C01
AND (( STRT_WIN_C = C2C01AA
AND END_WIN_C = C2C01FA
AND WDGT_C = OK_PB )
OR ( STRT_WIN_C = C2C01FA
AND END_WIN_C = C2C01FB
AND WDGT_C = CLOSEOUT_PB )
OR ( STRT_WIN_C = C2C01FB
AND END_WIN_C = C2C01AA
AND WDGT_C = OK_PB ))
AND LOG_TS >= STARTDATE
AND LOG_TS <= ENDDATE
```



**OSS & BILLING (PRE-ORDERING)**

Report Labels: MR-1-04-6060 TROUBLE REPORTING (OSS)

Parity + 4 Seconds

Guidelines: MR-1 - Response Time OSS Maintenance Interface

Average Response Time - Request Cancellation of Trouble - Electronic Bonding

**Result:** (Numerator / Denominator)**Denominator:**

Number of Request Cancellation of Trouble transactions

**Numerator:**

Sum of all response times for Request Cancellation of Trouble transactions.

**Filtered output file:** EB Input File

For the details on the above out put filtered file layout refer to File Appendix: 10 File Type: C++ OBJECT

**Formula For:** CLEC**Denominator**

```
SELECT
COUNT(*) EACH TRANSACTION ID MUST BE MATCHED WITH
SAME TRANSACTION ID. EACH MATCH MUST INCLUDE ONE
TRANS_REQ_RESP = REQ AND ONE TRANS_REQ_RESP =
RSP.
WHERE TRAN_TYPE = EREP
```

**Numerator**

```
SELECT
SUM( (DATE, TIME TRAN1(RES) - DATE, TIME TRAN2(REQ) )
EACH TRANSACTION ID MUST BE MATCHED WITH SAME
TRANSACTION ID. EACH MATCH MUST INCLUDE ONE
TRANS_REQ_RESP = REQ AND ONE TRANS_REQ_RESP =
RSP.
WHERE TRAN_TYPE = EREP
```

**Filtered output file:** MR-1-01 to MR-1-05 Verizon Only

For the details on the above out put filtered file layout refer to File Appendix: 8 File Type: Text

**Formula For:** VERIZON**Denominator**

```
SELECT
COUNT(*)
WHERE APPLN_C = C2C01
AND (( STRT_WIN_C = C2C01AA
AND END_WIN_C = C2C01FA
AND WDGT_C = OK_PB )
OR ( STRT_WIN_C = C2C01FA
AND END_WIN_C = C2C01FB
AND WDGT_C = CLOSEOUT_PB )
OR ( STRT_WIN_C = C2C01FB
AND END_WIN_C = C2C01AA
AND WDGT_C = OK_PB ))
AND LOG_TS >= STARTDATE
AND LOG_TS <= ENDDATE
```

**Numerator**

```
SELECT
SUM (ELAPSD_TM)
WHERE APPLN_C = C2C01
AND (( STRT_WIN_C = C2C01AA
AND END_WIN_C = C2C01FA
AND WDGT_C = OK_PB )
OR ( STRT_WIN_C = C2C01FA
AND END_WIN_C = C2C01FB
AND WDGT_C = CLOSEOUT_PB )
OR ( STRT_WIN_C = C2C01FB
AND END_WIN_C = C2C01AA
AND WDGT_C = OK_PB ))
AND LOG_TS >= STARTDATE
AND LOG_TS <= ENDDATE
```

**OSS & BILLING (PRE-ORDERING)**

Report Labels: MR-1-05-6040 TROUBLE REPORTING (OSS)

Parity + 7 Seconds

Guidelines: MR-1 - Response Time OSS Maintenance Interface

Average Response Time - Trouble Report History (by TN/Circuit) - Web GUI

**Result:** (Numerator / Denominator)**Denominator:**

Sum of all response times for Trouble Report History transactions.

**Numerator:**

Sum of all response times for Trouble Report History transactions.

**Filtered output file:** RPT02L- Trouble Ticket Close, History, Test

For the details on the above out put filtered file layout refer to File Appendix: 76 File Type: Text

**Formula For:** CLEC**Denominator****Numerator****Filtered output file:** MR-1-01 to MR-1-05 Verizon Only

For the details on the above out put filtered file layout refer to File Appendix: 8 File Type: Text

**Formula For:** VERIZON**Denominator****Numerator**

```
SELECT
COUNT(*)
WHERE APPLN_C = C2C01
AND ( STRT_WIN_C = C2C01JB
AND END_WIN_C = C2C011A
AND WDGT_C = OK_PB )
AND LOG_TS >= STARTDATE
AND LOG_TS <= ENDDATE
```

```
SELECT
SUM(ELAPSD_TM)
WHERE APPLN_C = C2C01
AND ( STRT_WIN_C = C2C01JB
AND END_WIN_C = C2C011A
AND WDGT_C = OK_PB )
AND LOG_TS >= STARTDATE
AND LOG_TS <= ENDDATE
```

OSS & BILLING (PRE-ORDERING)

Report Labels: MR-1-05-6060 TROUBLE REPORTING (OSS) Parity + 4 Seconds

Guidelines: MR-1 - Response Time OSS Maintenance Interface

Average Response Time - Trouble Report History (by TN/Circuit) - Electronic Bonding

**Result:** (Numerator / Denominator)

Denominator:	Numerator:
Sum of all response times for Trouble Report History transactions.	Sum of all response times for Trouble Report History transactions.

**Filtered output file:** EB Input File  
For the details on the above out put filtered file layout refer to File Appendix: 10 File Type: C++ OBJECT

**Formula For:** CLEC

Denominator Numerator

**Filtered output file:** MR-1-01 to MR-1-05 Verizon Only  
For the details on the above out put filtered file layout refer to File Appendix: 8 File Type: Text

**Formula For:** VERIZON

Denominator Numerator

OSS & BILLING (PRE-ORDERING)

Report Labels: MR-1-06-6040 TROUBLE REPORTING (OSS) Parity + 7 Seconds

Guidelines: MR-1 - Response Time OSS Maintenance Interface  
Average Response Time - Test Trouble (POTS Only) - Web Gui

Result: (Numerator / Denominator)

<b>Denominator:</b>	<b>Numerator:</b>
Number of Test Trouble transactions.	Sum of all response times for Test Trouble transactions.

**Filtered output file:** RPT02L- Trouble Ticket Close, History, Test  
For the details on the above out put filtered file layout refer to File Appendix: 76 File Type: Text

**Formula For:** CLEC

Denominator Numerator

**Filtered output file:** MR-1-06 Verizon Only  
For the details on the above out put filtered file layout refer to File Appendix: 9 File Type: Text

**Formula For:** VERIZON

Denominator Numerator

SELECT  
COUNT(\*)  
WHERE START DATE/TIME >= START DATE  
AND END DATE/TIME <= END DATE  
AND APPL = C2I01KA

SELECT  
SUM(END SECONDS - START SECONDS)  
WHERE START DATE/TIME >= START DATE  
AND END DATE/TIME <= END DATE  
AND APPL = C2I01KA

**OSS & BILLING (PRE-ORDERING)**

Report Labels: MR-1-06-6060 TROUBLE REPORTING (OSS)

Parity + 4 Seconds

Guidelines: MR-1 - Response Time OSS Maintenance Interface

Average Response Time - Test Trouble (POTS Only) - Electronic Bonding

**Result:** (Numerator / Denominator)**Denominator:**

Number of Test Trouble transactions.

**Numerator:**

Sum of all response times for Test Trouble transactions.

**Filtered output file:** EB Input File

For the details on the above out put filtered file layout refer to File Appendix: 10 File Type: C++ OBJECT

**Formula For:** CLEC**Denominator**

```
SELECT
COUNT(*) EACH TRANSACTION ID MUST BE MATCHED WITH
SAME TRANSACTION ID. EACH MATCH MUST INCLUDE ONE
TRANS_REQ_RESP = REQ AND ONE TRANS_REQ_RESP =
RSP.
WHERE TRAN_TYPE = ACTION
```

**Numerator**

```
SELECT
SUM( (DATE, TIME TRAN1(RES) - DATE, TIME TRAN2(REQ) )
EACH TRANSACTION ID MUST BE MATCHED WITH SAME
TRANSACTION ID. EACH MATCH MUST INCLUDE ONE
TRANS_REQ_RESP = REQ AND ONE TRANS_REQ_RESP =
RSP.
WHERE TRAN_TYPE = ACTION
```

**Filtered output file:** MR-1-06 Verizon Only

For the details on the above out put filtered file layout refer to File Appendix: 9 File Type: Text

**Formula For:** VERIZON**Denominator**

```
SELECT
COUNT(*)
WHERE START DATE/TIME >= START DATE
AND END DATE/TIME <= END DATE
AND APPL = C2I01KA
```

**Numerator**

```
SELECT
SUM((END SECONDS - START SECONDS)/100)
WHERE START DATE/TIME >= START DATE
AND END DATE/TIME <= END DATE
AND APPL = C2I01KA
```

Guidelines For: MR-2 Trouble Report Rate

C2C Guideline:	
Definition:	Report Rate: Total Initial Customer direct or referred Troubles reported, where the trouble disposition was found to be in the BA network, per 100 lines/circuits/trunks in service. Network Troubles include Drop Wire troubles (Disposition Code 3), Cable troubles (Disposition Code 4), and Central Office troubles (Disposition Code 5).(footnote 31) "Loop" is defined as Drop Wire troubles (Disposition Code 3) and Cable troubles (Disposition Code 4). "Central Office" is defined as Central Office troubles (Disposition Code 5). Subsequent Reports: Additional customer trouble calls while an existing trouble report is pending - typically for status or to change or update information.
Performance Standard:	Metrics MR-2-01, 02 and 03: Parity with BA Retail. (CLEC Trunks Retail Equivalent = IXC FGD Trunks.) Metric MR-2-04: No standard. Metric MR-2-05: No standard. (Note: For CLEC troubles, a not found trouble is coded as CPE.)
Exclusions:	All Metrics:Except MR-2-04, Subsequent reports (additional customer calls while the trouble is pending). Troubles reported on BA official (administrative) lines. Troubles closed due to customer action. Troubles reported by Bell Atlantic employees in the course of performing preventative maintenance, where no customer has reported a trouble. Metrics MR-2-01, 02, 03 and 04: Customer Premises Equipment (CPE) troubles. Troubles reported but not found (Found OK and Test OK).
Report Dimensions:	BA Retail, CLEC Aggregate, CLEC Specific, BA Affiliate Aggregate, BA Affiliate Specific
Geography:	POTS, 2 Wire Digital Services, and 2 Wire xDSL Services: Southern, Eastern Shore, Raritan, Suburban, Hudson-Bergen Specials: State Trunks: State
31 BA is now developing the ability to measure Maintenance for Complex services. Measurement of Maintenance performance for Complex services will begin when development c measurement capability is completed.	

**RESALE (Maintenance)**

Report Labels: MR-2-01-2200 Special Services - Maintenance

Parity with VZ Retail

Guidelines: MR-2 - Trouble Report Rate

Network Trouble Report Rate – Total

**Result:** (Numerator / Denominator)**Denominator:**

Count of Lines or specials or trunks in service.

**Numerator:**

Count of all trouble reports with found network troubles (trbl\_cd is FAC or CO)

**Filtered output file:** BA South C2C Line Counts File

For the details on the above out put filtered file layout refer to File Appendix: 59 File Type: Text

**Formula For:** CLEC**Denominator****Numerator****SELECT  
VALUE**WHERE STATE = 'NJ'  
AND TAB NAME = 'RS\_S\_MN\_LINES'**Filtered output file:** MR Specials - Detail

For the details on the above out put filtered file layout refer to File Appendix: 25 File Type: Text

**Formula For:** CLEC**Denominator****Numerator****SELECT  
COUNT(\*)**WHERE MCN 4 = 'RSID'  
AND RPT\_CAT = 'CR'  
AND TRBL\_CD IN ('FAC', 'CO', 'STN')**Filtered output file:** BA South C2C Line Counts File

For the details on the above out put filtered file layout refer to File Appendix: 59 File Type: Text

**Formula For:** VERIZON**Denominator****Numerator****SELECT  
COUNT(\*)**WHERE TAB NAME = 'RT\_S\_MN\_LINES'  
AND STATE = 'NJ'**Filtered output file:** MR Specials - Detail

For the details on the above out put filtered file layout refer to File Appendix: 25 File Type: Text

**Formula For:** VERIZON**Denominator****Numerator****SELECT  
COUNT(\*)**WHERE MCN 4 = 'NYNX'  
AND RPT\_CAT = 'CR'  
AND TRBL\_CD IN ('FAC', 'CO', 'STN')

**UNE (Maintenance)**

Report Labels: MR-2-01-3200 Special Services - Maintenance

Parity with VZ Retail

Guidelines: MR-2 - Trouble Report Rate

Network Trouble Report Rate

**Result:** (Numerator / Denominator)**Denominator:**

Count of Lines or specials or trunks in service.

**Numerator:**

Count of all trouble reports with found network troubles (trbl\_cd is FAC or CO)

**Filtered output file:** BA South C2C Line Counts File

For the details on the above out put filtered file layout refer to File Appendix: 59 File Type: Text

**Formula For:** CLEC**Denominator****Numerator****SELECT  
COUNT(\*)**WHERE TAB NAME = 'U\_S\_MN\_LINES'  
AND STATE = 'NJ'**Filtered output file:** MR Specials - Detail

For the details on the above out put filtered file layout refer to File Appendix: 25 File Type: Text

**Formula For:** CLEC**Denominator****Numerator****SELECT  
COUNT(\*)**WHERE MCN 4 = 'AECN'  
AND RPT\_CAT = 'CR'  
AND TRBL\_CD IN ('FAC', 'CO')**Filtered output file:** BA South C2C Line Counts File

For the details on the above out put filtered file layout refer to File Appendix: 59 File Type: Text

**Formula For:** VERIZON**Denominator****Numerator****SELECT  
COUNT(\*)**WHERE TAB NAME = 'RT\_S\_MN\_LINES'  
AND STATE = 'NJ'**Filtered output file:** MR Specials - Detail

For the details on the above out put filtered file layout refer to File Appendix: 25 File Type: Text

**Formula For:** VERIZON**Denominator****Numerator****SELECT  
COUNT(\*)**WHERE MCN 4 = 'NYNX'  
AND RPT\_CAT = 'CR'  
AND TRBL\_CD IN ('FAC', 'CO')



TRUNKS (Aggregate)

Report Labels: MR-2-01-5400 MAINTENANCE Parity with IXC / FGD

Guidelines: MR-2 - Trouble Report Rate

Network Trouble Report Rate – Total

Result: (Numerator / Denominator)

<b>Denominator:</b>	<b>Numerator:</b>
Count of Lines or specials or trunks in service.	Count of all trouble reports with found network troubles (trbl_cd is FAC or CO)

**Filtered output file:** MR Trunks(Aggregate)

For the details on the above out put filtered file layout refer to File Appendix: 24 File Type: Text

**Formula For:** CLEC

Denominator	Numerator
<div>SELECT COUNT(*) WHERE CLOSED_DT &gt;= STARTDATE AND CLOSED_DT &lt;= ENDDATE AND STATE = 'NJ' AND CLEC_IND = YES</div>	<div>SELECT COUNT(*) WHERE TRBL_CD IS (FAC,CO) AND CLOSED_DT &gt;= STARTDATE AND CLOSED_DT &lt;= ENDDATE AND STATE = 'NJ' AND CLEC_IND = YES</div>

**RESALE (Maintenance)**

Report Labels: MR-2-02-2100 POTS - Maintenance

Parity with VZ Retail

Guidelines: MR-2 - Trouble Report Rate

Network Trouble Report Rate – Loop

**Result:** (Numerator / Denominator)**Denominator:**

Count of Lines in service.

**Numerator:**

Count of all loop trouble reports (Disposition Code of 03 and 04)

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** CLEC**Denominator****Numerator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0499
AND ( AFLAG2 <> 'I', 'D'
OR CS <> 11
OR TN <> "IBZD" )
AND RESELL LIKE ("S*") AND TABLE VALIDATION
ALGORITHM
AND CDT >= STARTDATE
AND CDT <= ENDDATE
```

**Filtered output file:** POTS C2C Line Counts File

For the details on the above out put filtered file layout refer to File Appendix: 60 File Type: Text

**Formula For:** CLEC**Denominator****Numerator**

```
SELECT
COUNT(*)
WHERE TAB_NAME = 'RS_P_MN_LINES'
AND STATE = 'NJ'
```

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** VERIZON**Denominator****Numerator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0499
AND ( AFLAG2 <> 'I', 'D'
OR CS <> 11
OR TN <> "IBZD" )
AND RESELL LIKE NULL AND TABLE VALIDATION
ALGORITHM
AND CDT >= STARTDATE
AND CDT <= ENDDATE
```

**Filtered output file:** POTS C2C Line Counts File

For the details on the above out put filtered file layout refer to File Appendix: 60 File Type: Text

**Formula For:** VERIZON**Denominator****Numerator**

<div>SELECT COUNT(*) WHERE TAB NAME = 'RT_P_MN_LINES' AND STATE = 'NJ'</div>	
--	--

**RESALE (Maintenance)**

Report Labels: MR-2-02-2341

Complex Services - 2 Wire Digital

Parity with VZ Retail

Guidelines: MR-2 - Trouble Report Rate

Network Trouble Report Rate – Loop

**Result:** (Numerator / Denominator)**Denominator:**

Count of Lines in service.

**Numerator:**

Count of all loop trouble reports (Disposition Code of 03 and 04)

**Filtered output file:** BA South C2C Line Counts File

For the details on the above out put filtered file layout refer to File Appendix: 59 File Type: Text

**Formula For:** CLEC**Denominator****Numerator****SELECT  
COUNT(\*)**WHERE TAB NAME = 'RS\_D\_MN\_LINES'  
AND STATE = 'NJ'**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** CLEC**Denominator****Numerator****SELECT  
COUNT(\*)**  
WHERE FDIS >= 0300  
AND FDIS <= 0499  
AND ( AFLAG2 = 'I'  
OR CS = 11  
OR TN LIKE 'IBZD\*' )  
AND CDT >= STARTDATE  
AND CDT <= ENDDATE  
AND RESELL LIKE ("S\*") AND TABLE VALIDATION  
ALGORITHM  
AND SUBS > 0**Filtered output file:** BA South C2C Line Counts File

For the details on the above out put filtered file layout refer to File Appendix: 59 File Type: Text

**Formula For:** VERIZON**Denominator****Numerator****SELECT  
COUNT(\*)**WHERE TAB NAME = 'RT\_D\_MN\_LINES'  
AND STATE = 'NJ'**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** VERIZON**Denominator****Numerator**

	<b>SELECT</b> <b>COUNT(*)</b> WHERE FDIS >= 0300 AND FDIS <= 0499 AND ( AFLAG2 = 'I' OR CS = 11 OR TN LIKE "IBZD*" ) AND CDT >= STARTDATE AND CDT <= ENDDATE AND RESELL IS NULL AND TABLE VALLIDATION ALGORITHM AND SUBS > 0
--	--

**RESALE (Maintenance)**

Report Labels: MR-2-02-2342

Complex Services - 2 Wire xDSL

Parity with VZ Retail

Guidelines: MR-2 - Trouble Report Rate

Network Trouble Report Rate – Loop

**Result:** (Numerator / Denominator)**Denominator:**

Count of Lines in service.

**Numerator:**

Count of all loop trouble reports (Disposition Code of 03 and 04)

**Filtered output file:** BA South C2C Line Counts File

For the details on the above out put filtered file layout refer to File Appendix: 59 File Type: Text

**Formula For:** CLEC**Denominator****Numerator****SELECT  
COUNT(\*)**WHERE STATE = 'NJ'  
AND TAB NAME = 'RS\_X\_MN\_LINES'**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** CLEC**Denominator****Numerator****SELECT  
COUNT(\*)**WHERE FDIS >= 0300  
AND FDIS <= 0499  
AND AFLAG2 = 'D'  
AND CDT >= STARTDATE  
AND CDT <= ENDDATE  
AND RESELL LIKE ("S\*") AND TABLE VALIDATION  
ALGORITHM  
AND SUBS > 0**Filtered output file:** BA South C2C Line Counts File

For the details on the above out put filtered file layout refer to File Appendix: 59 File Type: Text

**Formula For:** VERIZON**Denominator****Numerator****SELECT  
COUNT(\*)**WHERE STATE = 'NJ'  
AND TAB NAME = 'RT\_X\_MN\_LINES'**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** VERIZON**Denominator****Numerator****SELECT  
COUNT(\*)**WHERE FDIS >= 0300  
AND FDIS <= 0499  
AND AFLAG2 = 'D'  
AND CDT >= STARTDATE  
AND CDT <= ENDDATE  
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM  
AND SUBS > 0

**UNE (Maintenance)**

Report Labels: MR-2-02-3112 POTS - Maintenance

Parity with VZ Retail

Guidelines: MR-2 - Trouble Report Rate

Network Trouble Report Rate – Loop

**Result:** (Numerator / Denominator)**Denominator:**

Count of Lines in service.

**Numerator:**

Count of all loop trouble reports (Disposition Code of 03 and 04)

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** CLEC**Denominator****Numerator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0499
AND TN = "TXNU*"
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL LIKE ("W*") AND TABLE VALIDATION
ALGORITHM
AND SUBS > 0
```

**Filtered output file:** POTS C2C Line Counts File

For the details on the above out put filtered file layout refer to File Appendix: 60 File Type: Text

**Formula For:** CLEC**Denominator****Numerator**

```
SELECT
COUNT(*)
WHERE STATE = 'NJ'
AND TAB_NAME = 'UL_P_MN_LINES'
```

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** VERIZON**Denominator****Numerator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0499
AND AFLAG2 NOT IN ('D', 'I')
AND CS <> 11
AND TN NOT LIKE "IBZD*"
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
AND SUBS > 0
```

**Filtered output file:** POTS C2C Line Counts File

For the details on the above out put filtered file layout refer to File Appendix: 60 File Type: Text

**Formula For:** VERIZON**Denominator****Numerator**

```
SELECT
COUNT(*)
WHERE STATE = 'NJ'
AND TAB_NAME = 'RT_P_MN_LINES'
```





**UNE (Maintenance)**

Report Labels: MR-2-02-3140 POTS - Maintenance

Parity with VZ Retail

Guidelines: MR-2 - Trouble Report Rate

Network Trouble Report Rate – Platform

**Result:** (Numerator / Denominator)**Denominator:**

Count of Lines in service.

**Numerator:**

Count of all loop trouble reports (Disposition Code of 03 and 04)

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** CLEC**Denominator****Numerator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0499
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL LIKE ("W*") AND TABLE VALIDATION
ALGORITHM
AND SC IN ('RBM', 'RUC', 'RRM', 'RDXJX', 'RDXUX', 'RBX')
AND SUBS > 0
```

**Filtered output file:** BA South C2C Line Counts File

For the details on the above out put filtered file layout refer to File Appendix: 59 File Type: Text

**Formula For:** VERIZON**Denominator****Numerator**

```
SELECT
COUNT(*)
WHERE STATE = 'NJ'
AND TAB_NAME = 'UP_P_MN_LINES'
```

```
SELECT
COUNT(*)
WHERE STATE = 'NJ'
AND TAB_NAME = 'RT_P_MN_LINES'
```

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** VERIZON**Denominator****Numerator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0499
AND AFLAG2 NOT IN ('D', 'I')
AND CS <> 11
AND TN NOT LIKE "IBZD*"
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
AND SUBS > 0
```

**UNE (Maintenance)**

Report Labels: MR-2-02-3341

Complex Services - 2 Wire Digital

Parity with VZ Retail

Guidelines: MR-2 - Trouble Report Rate

Network Trouble Report Rate – Loop

**Result:** (Numerator / Denominator)**Denominator:**

Count of Lines in service.

**Numerator:**

Count of all loop trouble reports (Disposition Code of 03 and 04)

**Filtered output file:** BA South C2C Line Counts File

For the details on the above out put filtered file layout refer to File Appendix: 59 File Type: Text

**Formula For:** CLEC**Denominator****Numerator**SELECT  
COUNT(\*)WHERE STATE = 'NJ'  
AND TAB NAME = 'UL\_D\_MN\_LINES'**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** CLEC**Denominator****Numerator**SELECT  
COUNT(\*)WHERE FDIS >= 0300  
AND FDIS <= 0499  
AND CDT >= STARTDATE  
AND CDT <= ENDDATE  
AND RESELL LIKE ("W\*") AND TABLE VALIDATION  
ALGORITHM  
AND TN IN ('DY', 'TY', 'HMXU')**Filtered output file:** BA South C2C Line Counts File

For the details on the above out put filtered file layout refer to File Appendix: 59 File Type: Text

**Formula For:** VERIZON**Denominator****Numerator**SELECT  
COUNT(\*)WHERE STATE = 'NJ'  
AND TAB NAME = 'RT\_D\_MN\_LINES'**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** VERIZON**Denominator****Numerator**SELECT  
COUNT(\*)WHERE FDIS >= 0300  
AND FDIS <= 0499  
AND CDT >= STARTDATE  
AND CDT <= ENDDATE  
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM  
AND ( AFLAG2 = 'I'  
OR CS = 11  
OR TN LIKE 'IBZD\*')

**UNE (Maintenance)**

Report Labels: MR-2-02-3342

Complex Services - 2 Wire xDSL

Parity with VZ Retail

Guidelines: MR-2 - Trouble Report Rate

Network Trouble Report Rate – Loop

**Result:** (Numerator / Denominator)**Denominator:**

Count of Lines in service.

**Numerator:**

Count of all loop trouble reports (Disposition Code of 03 and 04)

**Filtered output file:** BA South C2C Line Counts File

For the details on the above out put filtered file layout refer to File Appendix: 59 File Type: Text

**Formula For:** CLEC**Denominator****Numerator****SELECT  
COUNT(\*)**WHERE STATE = 'NJ'  
AND TAB NAME = 'UL\_X\_MN\_LINES'**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** CLEC**Denominator****Numerator****SELECT  
COUNT(\*)**WHERE FDIS >= 0300  
AND FDIS <= 0499  
AND ( AFLAG2 = 'L'  
OR TN IN ('ARDU', 'AQDU') )  
AND CDT >= STARTDATE  
AND CDT <= ENDDATE  
AND RESELL LIKE ("W\*") AND TABLE VALIDATION  
ALGORITHM**Filtered output file:** BA South C2C Line Counts File

For the details on the above out put filtered file layout refer to File Appendix: 59 File Type: Text

**Formula For:** VERIZON**Denominator****Numerator****SELECT  
COUNT(\*)**WHERE STATE = 'NJ'  
AND TAB NAME = 'RT\_X\_MN\_LINES'**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** VERIZON**Denominator****Numerator****SELECT  
COUNT(\*)**WHERE FDIS >= 0300  
AND FDIS <= 0499  
AND CDT >= STARTDATE  
AND CDT <= ENDDATE  
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM  
AND ( AFLAG2 = 'D'  
OR TN IN ('ARDU', 'AQDU') )

**RESALE (Maintenance)**

Report Labels: MR-2-03-2100 POTS - Maintenance

Parity with VZ Retail

Guidelines: MR-2 - Trouble Report Rate

Network Trouble Report Rate – Central Office

**Result:** (Numerator / Denominator)**Denominator:**

Count of Lines in service.

**Numerator:**

Count of all central office trouble Reports (Disposition Code of 05)

**Filtered output file:** BA South C2C Line Counts File

For the details on the above out put filtered file layout refer to File Appendix: 59 File Type: Text

**Formula For:** CLEC**Denominator****Numerator****SELECT  
COUNT(\*)**WHERE STATE = 'NJ'  
AND TAB NAME = 'RS\_P\_MN\_LINES'**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** CLEC**Denominator****Numerator****SELECT  
COUNT(\*)**WHERE FDIS >= 0500  
AND FDIS <= 0599  
AND AFLAG2 NOT IN ('D', 'I')  
AND CDT >= STARTDATE  
AND CDT <= ENDDATE  
AND CS <> 11  
AND TN NOT LIKE "IBZD\*\*"  
AND RESELL LIKE ("S\*") AND TABLE VALIDATION  
ALGORITHM**Filtered output file:** BA South C2C Line Counts File

For the details on the above out put filtered file layout refer to File Appendix: 59 File Type: Text

**Formula For:** VERIZON**Denominator****Numerator****SELECT  
COUNT(\*)**WHERE STATE = 'NJ'  
AND TAB NAME = 'RT\_P\_MN\_LINES'**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** VERIZON**Denominator****Numerator****SELECT  
COUNT(\*)**WHERE FDIS >= 0300  
AND FDIS <= 0599  
AND AFLAG2 NOT IN ('D', 'I')  
AND CDT >= STARTDATE  
AND CDT <= ENDDATE  
AND CS <> 11  
AND TN NOT LIKE "IBZD\*\*"  
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM



**RESALE (Maintenance)**

Report Labels: MR-2-03-2341

Complex Services - 2 Wire Digital

Parity with VZ Retail

Guidelines: MR-2 - Trouble Report Rate

Network Trouble Report Rate – Central Office

**Result:** (Numerator / Denominator)**Denominator:**

Count of Lines in service.

**Numerator:**

Count of all central office trouble Reports (Disposition Code of 05)

**Filtered output file:** BA South C2C Line Counts File

For the details on the above out put filtered file layout refer to File Appendix: 59 File Type: Text

**Formula For:** CLEC**Denominator****Numerator****SELECT  
COUNT(\*)**WHERE STATE = 'NJ'  
AND TAB NAME = 'RS\_D\_MN\_LINES'**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** CLEC**Denominator****Numerator****SELECT  
COUNT(\*)**  
WHERE FDIS >= 0500  
AND FDIS <= 0599  
AND ( AFLAG2 = 'I'  
OR CS = 11  
OR TN LIKE 'IBZD\*' )  
AND CDT >= STARTDATE  
AND CDT <= ENDDATE  
AND RESELL LIKE ("S") AND TABLE VALIDATION  
ALGORITHM**Filtered output file:** BA South C2C Line Counts File

For the details on the above out put filtered file layout refer to File Appendix: 59 File Type: Text

**Formula For:** VERIZON**Denominator****Numerator****SELECT  
COUNT(\*)**WHERE STATE = 'NJ'  
AND TAB NAME = 'RT\_D\_MN\_LINES'**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** VERIZON**Denominator****Numerator****SELECT  
COUNT(\*)**  
WHERE FDIS >= 0500  
AND FDIS <= 0599  
AND ( AFLAG2 = 'I'  
OR CS = 11  
OR TN LIKE 'IBZD\*' )  
AND CDT >= STARTDATE  
AND CDT <= ENDDATE  
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM



**RESALE (Maintenance)**

Report Labels: MR-2-03-2342

Complex Services - 2 Wire xDSL

Parity with VZ Retail

Guidelines: MR-2 - Trouble Report Rate

Network Trouble Report Rate – Central Office

**Result:** (Numerator / Denominator)**Denominator:**

Count of Lines in service.

**Numerator:**

Count of all central office trouble Reports (Disposition Code of 05)

**Filtered output file:** BA South C2C Line Counts File

For the details on the above out put filtered file layout refer to File Appendix: 59 File Type: Text

**Formula For:** CLEC**Denominator****Numerator**SELECT  
COUNT(\*)WHERE STATE = 'NJ'  
AND TAB NAME = 'RS\_X\_MN\_LINES'**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** CLEC**Denominator****Numerator**SELECT  
COUNT(\*)WHERE FDIS >= 0500  
AND FDIS <= 0599  
AND AFLAG2 = 'D'  
AND CDT >= STARTDATE  
AND CDT <= ENDDATE  
AND RESELL LIKE ("S") AND TABLE VALIDATION  
ALGORITHM**Filtered output file:** BA South C2C Line Counts File

For the details on the above out put filtered file layout refer to File Appendix: 59 File Type: Text

**Formula For:** VERIZON**Denominator****Numerator**SELECT  
COUNT(\*)WHERE STATE = 'NJ'  
AND TAB NAME = 'RT\_X\_MN\_LINES'**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** VERIZON**Denominator****Numerator**SELECT  
COUNT(\*)WHERE FDIS >= 0500  
AND FDIS <= 0599  
AND AFLAG2 = 'D'  
AND CDT >= STARTDATE  
AND CDT <= ENDDATE  
AND RESELL LIKE (NULL) AND TABLE VALIDATION  
ALGORITHM



**UNE (Maintenance)**

Report Labels: MR-2-03-3112 POTS - Maintenance

Parity with VZ Retail

Guidelines: MR-2 - Trouble Report Rate

Network Trouble Report Rate – Central Office - Loop

**Result:** (Numerator / Denominator)**Denominator:**

Count of Lines in service.

**Numerator:**

Count of all central office trouble Reports (Disposition Code of 05)

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** CLEC**Denominator****Numerator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0500
AND FDIS <= 0599
AND TN = "TXNU*"
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL LIKE ("W*") AND TABLE VALIDATION
ALGORITHM
```

**Filtered output file:** POTS C2C Line Counts File

For the details on the above out put filtered file layout refer to File Appendix: 60 File Type: Text

**Formula For:** CLEC**Denominator****Numerator**

```
SELECT
COUNT(*)
WHERE STATE = 'NJ'
AND TAB_NAME = 'UL_P_MN_LINES'
```

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** VERIZON**Denominator****Numerator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0500
AND FDIS <= 0599
AND AFLAG2 NOT IN ('D', 'I')
AND CS <> 11
AND TN NOT LIKE "IBZD*"
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL IS NULL AND TABLE VALIDATION
ALGORITHM
```

**Filtered output file:** POTS C2C Line Counts File

For the details on the above out put filtered file layout refer to File Appendix: 60 File Type: Text

**Formula For:** VERIZON**Denominator****Numerator**

```
SELECT
COUNT(*)
WHERE STATE = 'NJ'
AND TAB_NAME = 'RT_P_MN_LINES'
```

**UNE (Maintenance)**

Report Labels: MR-2-03-3140 POTS - Maintenance

Parity with VZ Retail

Guidelines: MR-2 - Trouble Report Rate

Network Trouble Report Rate – Central Office - Platform

**Result:** (Numerator / Denominator)**Denominator:**

Count of Lines in service.

**Numerator:**

Count of all central office trouble Reports (Disposition Code of 05)

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** CLEC**Denominator****Numerator**

```

SELECT
COUNT(*)
WHERE FDIS >= 0500
AND FDIS <= 0599
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL LIKE ("W*") AND TABLE VALIDATION
ALGORITHM
AND SC IN ('RBM', 'RUC', 'RRM', 'RDXJX', 'RDXUX', 'RBX')

```

**Filtered output file:** POTS C2C Line Counts File

For the details on the above out put filtered file layout refer to File Appendix: 60 File Type: Text

**Formula For:** CLEC**Denominator****Numerator**

```

SELECT
COUNT(*)
WHERE START_DATE = 'NJ'
AND TAB_NAME = 'UP_P_MN_LINES'

```

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** VERIZON**Denominator****Numerator**

```

SELECT
COUNT(*)
WHERE FDIS >= 0500
AND FDIS <= 0599
AND AFLAG2 NOT IN ('D', 'I')
AND CS <> 11
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND TN NOT LIKE "IBZD*"
AND RESELL IS (NULL) AND TABLE VALIDATION ALGORITHM

```

**Filtered output file:** POTS C2C Line Counts File

For the details on the above out put filtered file layout refer to File Appendix: 60 File Type: Text

**Formula For:** VERIZON**Denominator****Numerator**

```

SELECT
COUNT(*)
WHERE START_DATE = 'NJ'
AND TAB_NAME = 'RT_P_MN_LINES'

```

**UNE (Maintenance)**

Report Labels: MR-2-03-3341

Complex Services - 2 Wire Digital

Parity with VZ Retail

Guidelines: MR-2 - Trouble Report Rate

Network Trouble Report Rate – Central Office

**Result:** (Numerator / Denominator)**Denominator:**

Count of Lines in service.

**Numerator:**

Count of all central office trouble Reports (Disposition Code of 05)

**Filtered output file:** BA South C2C Line Counts File

For the details on the above out put filtered file layout refer to File Appendix: 59 File Type: Text

**Formula For:** CLEC**Denominator****Numerator****SELECT  
COUNT(\*)**WHERE START\_DATE = 'NJ'  
AND TAB NAME = 'UL\_D\_MN\_LINES'**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** CLEC**Denominator****Numerator****SELECT  
COUNT(\*)**WHERE FDIS >= 0500  
AND FDIS <= 0599  
AND CDT >= STARTDATE  
AND CDT <= ENDDATE  
AND TN IN ('DY', 'TY', 'HMXU')  
AND RESELL LIKE ("W\*") AND TABLE VALIDATION  
ALGORITHM**Filtered output file:** BA South C2C Line Counts File

For the details on the above out put filtered file layout refer to File Appendix: 59 File Type: Text

**Formula For:** VERIZON**Denominator****Numerator****SELECT  
COUNT(\*)**WHERE START\_DATE = 'NJ'  
AND TAB NAME = 'RT\_D\_MN\_LINES'**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** VERIZON**Denominator****Numerator****SELECT  
COUNT(\*)**WHERE FDIS >= 0500  
AND FDIS <= 0599  
AND CDT >= STARTDATE  
AND CDT <= ENDDATE  
AND ( AFLAG2 = 'I'  
OR CS = 11  
OR TN LIKE 'IBZD\*' )  
AND RESELL IS NULL AND TABLE VALLIDATION ALGORITHM

**UNE (Maintenance)**

Report Labels: MR-2-03-3342

Complex Services - 2 Wire xDSL

Parity with VZ Retail

Guidelines: MR-2 - Trouble Report Rate

Network Trouble Report Rate – Central Office

**Result:** (Numerator / Denominator)**Denominator:**

Count of Lines in service.

**Numerator:**

Count of all central office trouble Reports (Disposition Code of 05)

**Filtered output file:** BA South C2C Line Counts File

For the details on the above out put filtered file layout refer to File Appendix: 59 File Type: Text

**Formula For:** CLEC**Denominator****Numerator****SELECT  
COUNT(\*)**WHERE STATE = 'NJ'  
AND TAB NAME = 'UL\_X\_MN\_LINES'**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** CLEC**Denominator****Numerator****SELECT  
COUNT(\*)**WHERE FDIS >= 0500  
AND FDIS <= 0599  
AND CDT >= STARTDATE  
AND CDT <= ENDDATE  
AND RESELL LIKE ("W\*") AND TABLE VALIDATION  
ALGORITHM  
AND ( AFLAG2 = 'L'  
OR TN IN ('ARDU', 'AQDU') )**Filtered output file:** BA South C2C Line Counts File

For the details on the above out put filtered file layout refer to File Appendix: 59 File Type: Text

**Formula For:** VERIZON**Denominator****Numerator****SELECT  
COUNT(\*)**WHERE STATE = 'NJ'  
AND TAB NAME = 'RT\_X\_MN\_LINES'**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** VERIZON**Denominator****Numerator****SELECT  
COUNT(\*)**WHERE FDIS >= 0500  
AND FDIS <= 0599  
AND AFLAG2 = 'D'  
AND CDT <= ENDDATE  
AND CDT >= STARTDATE  
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM

**RESALE (Maintenance)**

Report Labels: MR-2-04-2100 POTS - Maintenance

No Standard

Guidelines: MR-2 - Trouble Report Rate

% Subsequent Reports

**Result:** (Numerator / Denominator) \* 100**Denominator:**

Count of Total disposition code 03, 04, and 05 troubles reported (Per MR-2-02 and 03)

**Numerator:**

Count of subsequent reports (Field and administrative repeaters for disposition codes, 03, 04 and 05.)

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** CLEC**Denominator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND AFLAG2 NOT IN ('D', 'I')
AND CS <> 11
AND TN NOT LIKE "IBZD*"
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL LIKE ("S*") AND TABLE VALIDATION
ALGORITHM
```

**Numerator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND AFLAG2 NOT IN ('D', 'I')
AND CS <> 11
AND TN NOT LIKE "IBZD*"
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL LIKE ("S*") AND TABLE VALIDATION
ALGORITHM
AND SUBS > 0
```

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** VERIZON**Denominator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND AFLAG2 NOT IN ('D', 'I')
AND CS <> 11
AND TN NOT LIKE "IBZD*"
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
```

**Numerator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND AFLAG2 NOT IN ('D', 'I')
AND CS <> 11
AND TN NOT LIKE "IBZD*"
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
AND SUBS > 0
```

**RESALE (Maintenance)**

Report Labels: MR-2-04-2341

Complex Services - 2 Wire Digital

No Standard

Guidelines: MR-2 - Trouble Report Rate

% Subsequent Reports

**Result:** (Numerator / Denominator) \* 100**Denominator:**

Count of Total disposition code 03, 04, and 05 troubles reported (Per MR-2-02 and 03)

**Numerator:**

Count of subsequent reports (Field and administrative repeaters for disposition codes, 03, 04 and 05.)

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** CLEC**Denominator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND ( AFLAG2 = 'I'
OR CS = 11
OR TN LIKE "IBZD*" )
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL LIKE ( "S*" ) AND TABLE VALIDATION
ALGORITHM
```

**Numerator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND ( AFLAG2 = 'I'
OR CS = 11
OR TN LIKE "IBZD*" )
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL LIKE ( "S*" ) AND TABLE VALIDATION
ALGORITHM
```

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** VERIZON**Denominator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND ( AFLAG2 = 'I'
OR CS = 11
OR TN LIKE "IBZD*" )
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
```

**Numerator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND ( AFLAG2 = 'I'
OR CS = 11
OR TN LIKE "IBZD*" )
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
```

**RESALE (Maintenance)**

Report Labels: MR-2-04-2342

Complex Services - 2 Wire xDSL

No Standard

Guidelines: MR-2 - Trouble Report Rate

% Subsequent Reports

**Result:** (Numerator / Denominator) \* 100**Denominator:**

Count of Total disposition code 03, 04, and 05 troubles reported (Per MR-2-02 and 03)

**Numerator:**

Count of subsequent reports (Field and administrative repeaters for disposition codes, 03, 04 and 05.)

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** CLEC**Denominator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND AFLAG2 = 'D'
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL LIKE ("S*") AND TABLE VALIDATION
ALGORITHM
```

**Numerator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND AFLAG2 = 'D'
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL LIKE ("S*") AND TABLE VALIDATION
ALGORITHM
```

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** VERIZON**Denominator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND AFLAG2 = 'D'
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
```

**Numerator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND AFLAG2 = 'D'
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
```

**UNE (Maintenance)**

Report Labels: MR-2-04-3112 POTS - Maintenance

No Standard

Guidelines: MR-2 - Trouble Report Rate

% Subsequent Reports - Loop

**Result:** (Numerator / Denominator) \* 100**Denominator:**

Count of Total disposition code 03, 04, and 05 troubles reported (Per MR-2-02 and 03)

**Numerator:**

Count of subsequent reports (Field and administrative repeaters for disposition codes, 03, 04 and 05.)

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** CLEC**Denominator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND TN = "TXNU*"
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL LIKE ("W*") AND TABLE VALIDATION
ALGORITHM
```

**Numerator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND TN = "TXNU*"
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL LIKE ("W*") AND TABLE VALIDATION
ALGORITHM
```

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** VERIZON**Denominator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND AFLAG2 NOT IN ('D', 'I')
AND CS <> 11
AND TN NOT LIKE "IBZD*"
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
```

**Numerator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND AFLAG2 NOT IN ('D', 'I')
AND CS <> 11
AND TN NOT LIKE "IBZD*"
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
```



**UNE (Maintenance)**

Report Labels: MR-2-04-3140 POTS - Maintenance

No Standard

Guidelines: MR-2 - Trouble Report Rate

% Subsequent Reports - Platform

**Result:** (Numerator / Denominator) \* 100**Denominator:**

Count of Total disposition code 03, 04, and 05 troubles reported (Per MR-2-02 and 03)

**Numerator:**

Count of subsequent reports (Field and administrative repeaters for disposition codes, 03, 04 and 05.)

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** CLEC**Denominator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND SC IN ('RBM', 'RUC', 'RRM', 'RDXJX', 'RDXUX', 'RHDX',
'RBX')
AND RESELL LIKE ("W*") AND TABLE VALIDATION
ALGORITHM
```

**Numerator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND SC IN ('RBM', 'RUC', 'RRM', 'RDXJX', 'RDXUX', 'RHDX',
'RBX')
AND RESELL LIKE ("W*") AND TABLE VALIDATION
ALGORITHM
```

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** VERIZON**Denominator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND AFLAG2 NOT IN ('D', 'I')
AND CS <> 11
AND TN NOT LIKE "IBZD*"
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
```

**Numerator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND AFLAG2 NOT IN ('D', 'I')
AND CS <> 11
AND TN NOT LIKE "IBZD*"
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
```

**UNE (Maintenance)**

Report Labels: MR-2-04-3341

Complex Services - 2 Wire Digital

No Standard

Guidelines: MR-2 - Trouble Report Rate

% Subsequent Reports

**Result:** (Numerator / Denominator) \* 100**Denominator:**

Count of Total disposition code 03, 04, and 05 troubles reported (Per MR-2-02 and 03)

**Numerator:**

Count of subsequent reports (Field and administrative repeaters for disposition codes, 03, 04 and 05.)

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** CLEC**Denominator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND TN IN ('DY', 'TY', 'HMXU')
AND RESELL LIKE ("W*") AND TABLE VALIDATION
ALGORITHM
```

**Numerator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND TN IN ('DY', 'TY', 'HMXU')
AND RESELL LIKE ("W*") AND TABLE VALIDATION
ALGORITHM
AND SUBS > 0
```

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** VERIZON**Denominator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND ( AFLAG2 = 'I'
OR CS = 11
OR TN LIKE 'IBZD*' )
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
```

**Numerator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND ( AFLAG2 = 'I'
OR CS = 11
OR TN LIKE 'IBZD*' )
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
AND SUBS > 0
```

**UNE (Maintenance)**

Report Labels: MR-2-04-3342

Complex Services - 2 Wire xDSL

No Standard

Guidelines: MR-2 - Trouble Report Rate

% Subsequent Reports

**Result:** (Numerator / Denominator) \* 100**Denominator:**

Count of Total disposition code 03, 04, and 05 troubles reported (Per MR-2-02 and 03)

**Numerator:**

Count of subsequent reports (Field and administrative repeaters for disposition codes, 03, 04 and 05.)

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** CLEC**Denominator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND ( AFLAG2 = 'L'
OR TN LIKE ('ARDU', 'AQDU') )
AND CDT <= ENDDATE
AND CDT >= STARTDATE
AND RESELL LIKE ("W*") AND TABLE VALIDATION
ALGORITHM
```

**Numerator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND ( AFLAG2 = 'L'
OR TN LIKE ('ARDU', 'AQDU') )
AND CDT <= ENDDATE
AND CDT >= STARTDATE
AND RESELL LIKE ("W*") AND TABLE VALIDATION
ALGORITHM
AND SUBS > 0
```

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** VERIZON**Denominator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND AFLAG2 = 'D'
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
```

**Numerator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND AFLAG2 = 'D'
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
AND SUBS > 0
```

**RESALE (Maintenance)**

Report Labels: MR-2-05-2100 POTS - Maintenance

No Standard

Guidelines: MR-2 - Trouble Report Rate

% CPE/TOK/FOK Trouble Report Rate

**Result:** (Numerator / Denominator) \* 100**Denominator:**

Count of Lines in service

**Numerator:**Count of all CPE (disposition code 12), Test OK and Found OK  
(disposition code 09) troubles**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** CLEC**Denominator****Numerator**

```

SELECT
COUNT(*)
WHERE AFLAG2 NOT IN ('D', 'I')
AND CS <> 11
AND TN NOT LIKE "IBZD*"
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL LIKE ("S*") AND TABLE VALIDATION
ALGORITHM
AND (( FDIS >= 0700
AND FDIS <= 0999 )
OR ( FDIS >= 1200
AND FDIS <= 1399 ))

```

**Filtered output file:** POTS C2C Line Counts File

For the details on the above out put filtered file layout refer to File Appendix: 60 File Type: Text

**Formula For:** CLEC**Denominator****Numerator**

```

SELECT
COUNT(*)
WHERE STATE = 'NJ'
AND TAB_NAME = 'RS_P_MN_LINES'

```

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** VERIZON**Denominator****Numerator**

```

SELECT
COUNT(*)
WHERE AFLAG2 NOT IN ('D', 'I')
AND CS <> 11
AND TN NOT LIKE "IBZD*"
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
AND (( FDIS >= 0700
AND FDIS <= 0999 )
OR ( FDIS >= 1200
AND FDIS <= 1399 ))

```

**Filtered output file:** POTS C2C Line Counts File

For the details on the above out put filtered file layout refer to File Appendix: 60 File Type: Text

**Formula For:** VERIZON**Denominator****Numerator**

<div>SELECT COUNT(*) WHERE STATE = 'NJ' AND TAB_NAME = 'RT_P_MN_LINES'</div>	
--	--

**RESALE (Maintenance)**

Report Labels: MR-2-05-2200 Special Services - Maintenance

No Standard

Guidelines: MR-2 - Trouble Report Rate

% CPE/TOK/FOK Trouble Report Rate

**Result:** (Numerator / Denominator) \* 100**Denominator:**

Count of Lines in service

**Numerator:**Count of all CPE (disposition code 12), Test OK and Found OK  
(disposition code 09) troubles**Filtered output file:** BA South C2C Line Counts File

For the details on the above out put filtered file layout refer to File Appendix: 59 File Type: Text

**Formula For:** CLEC**Denominator****Numerator****SELECT  
COUNT(\*)**WHERE STATE = 'NJ'  
AND TAB NAME = 'RS\_S\_MN\_LINES'**Filtered output file:** MR Specials - Detail

For the details on the above out put filtered file layout refer to File Appendix: 25 File Type: Text

**Formula For:** CLEC**Denominator****Numerator****SELECT  
COUNT(\*)**WHERE MCN 4 = 'RSID'  
AND RPT\_CAT = 'CR'  
AND TRBL\_CD IN ('NTF', 'TOK', 'CC')**Filtered output file:** BA South C2C Line Counts File

For the details on the above out put filtered file layout refer to File Appendix: 59 File Type: Text

**Formula For:** VERIZON**Denominator****Numerator****SELECT  
COUNT(\*)**WHERE STATE = 'NJ'  
AND TAB NAME = 'RT\_S\_MN\_LINES'**Filtered output file:** MR Specials - Detail

For the details on the above out put filtered file layout refer to File Appendix: 25 File Type: Text

**Formula For:** VERIZON**Denominator****Numerator****SELECT  
COUNT(\*)**WHERE MCN 4 = 'NYNX'  
AND RPT\_CAT = 'CR'  
AND TRBL\_CD IN ('NTF', 'TOK', 'CC')

**RESALE (Maintenance)**

Report Labels: MR-2-05-2341

Complex Services - 2 Wire Digital

No Standard

Guidelines: MR-2 - Trouble Report Rate

% CPE/TOK/FOK Trouble Report Rate

**Result:** (Numerator / Denominator) \* 100**Denominator:**

Count of Lines in service

**Numerator:**Count of all CPE (disposition code 12), Test OK and Found OK  
(disposition code 09) troubles**Filtered output file:** BA South C2C Line Counts File

For the details on the above out put filtered file layout refer to File Appendix: 59 File Type: Text

**Formula For:** CLEC**Denominator****Numerator****SELECT  
COUNT(\*)**WHERE START\_DATE = 'NJ'  
AND TAB NAME = 'RS\_D\_MN\_LINES'**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** CLEC**Denominator****Numerator****SELECT  
COUNT(\*)**WHERE AFLAG2 = 'I'  
OR CS = 11  
OR TN LIKE "IBZD\*\*"  
AND CDT >= STARTDATE  
AND CDT <= ENDDATE  
AND RESELL LIKE ("S\*") AND TABLE VALIDATION  
ALGORITHM  
AND (( FDIS >= 0700  
AND FDIS <= 0999 )  
OR ( FDIS >= 1200  
AND FDIS <= 1399 ))**Filtered output file:** BA South C2C Line Counts File

For the details on the above out put filtered file layout refer to File Appendix: 59 File Type: Text

**Formula For:** VERIZON**Denominator****Numerator****SELECT  
COUNT(\*)**WHERE START\_DATE = 'NJ'  
AND TAB NAME = 'RT\_D\_MN\_LINES'**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** VERIZON**Denominator****Numerator**

	<b>SELECT</b> <b>COUNT(*)</b> WHERE CDT >= STARTDATE AND CDT <= ENDDATE AND AFLAG2 = 'I' OR CS = 11 OR TN LIKE "IBZD*" AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM AND (( FDIS >= 0700 AND FDIS <= 0999 ) OR ( FDIS >= 1200 AND FDIS <= 1399 ))
--	--



**RESALE (Maintenance)**

Report Labels: MR-2-05-2342 Complex Services - 2 Wire xDSL

No Standard

Guidelines: MR-2 - Trouble Report Rate

% CPE/TOK/FOK Trouble Report Rate

**Result:** (Numerator / Denominator) \* 100**Denominator:**

Count of Lines in service

**Numerator:**

Count of all CPE (disposition code 12), Test OK and Found OK (disposition code 09) troubles

**Filtered output file:** BA South C2C Line Counts File

For the details on the above out put filtered file layout refer to File Appendix: 59 File Type: Text

**Formula For:** CLEC**Denominator****Numerator****SELECT  
COUNT(\*)**WHERE START\_DATE = 'NJ'  
AND TAB NAME = 'RS\_X\_MN\_LINES'**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** CLEC**Denominator****Numerator****SELECT  
COUNT(\*)**WHERE AFLAG2 = 'D'  
AND CDT >= STARTDATE  
AND CDT <= ENDDATE  
AND RESELL LIKE ("S\*") AND TABLE VALIDATION  
ALGORITHM  
AND (( FDIS >= 0700  
AND FDIS <= 0999 )  
OR ( FDIS >= 1200  
AND FDIS <= 1399 ))**Filtered output file:** BA South C2C Line Counts File

For the details on the above out put filtered file layout refer to File Appendix: 59 File Type: Text

**Formula For:** VERIZON**Denominator****Numerator****SELECT  
COUNT(\*)**WHERE START\_DATE = 'NJ'  
AND TAB NAME = 'RT\_X\_MN\_LINES'**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** VERIZON**Denominator****Numerator****SELECT  
COUNT(\*)**WHERE AFLAG2 = 'D'  
AND CDT >= STARTDATE  
AND CDT <= ENDDATE  
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM  
AND (( FDIS >= 0700  
AND FDIS <= 0999 )  
OR ( FDIS >= 1200  
AND FDIS <= 1399 ))



**UNE (Maintenance)**

Report Labels: MR-2-05-3112 POTS - Maintenance

No Standard

Guidelines: MR-2 - Trouble Report Rate

% CPE/TOK/FOK Trouble Report Rate - Loop

**Result:** (Numerator / Denominator) \* 100**Denominator:**

Count of Lines in service

**Numerator:**Count of all CPE (disposition code 12), Test OK and Found OK  
(disposition code 09) troubles**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** CLEC**Denominator****Numerator**

```
SELECT
COUNT(*)
WHERE TN = "TXNU*"
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL LIKE ("W*") AND TABLE VALIDATION
ALGORITHM
AND (( FDIS >= 0700
AND FDIS <= 0999 )
OR ( FDIS >= 1200
AND FDIS <= 1399 ))
```

**Filtered output file:** POTS C2C Line Counts File

For the details on the above out put filtered file layout refer to File Appendix: 60 File Type: Text

**Formula For:** CLEC**Denominator****Numerator**

```
SELECT
COUNT(*)
WHERE STATE = 'NJ'
AND TAB_NAME = 'UL_P_MN_LINES'
```

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** VERIZON**Denominator****Numerator**

```
SELECT
COUNT(*)
WHERE AFLAG2 NOT IN ('D', 'I')
AND CS <> 11
AND TN NOT LIKE "IBZD*"
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
AND (( FDIS >= 0700
AND FDIS <= 0999 )
OR ( FDIS >= 1200
AND FDIS <= 1399 ))
```

**Filtered output file:** POTS C2C Line Counts File

For the details on the above out put filtered file layout refer to File Appendix: 60 File Type: Text

**Formula For:** VERIZON**Denominator****Numerator**

<div>SELECT COUNT(*) WHERE STATE = 'NJ' AND TAB_NAME = 'RT_P_MN_LINES'</div>	
--	--

**UNE (Maintenance)**

Report Labels: MR-2-05-3140 POTS - Maintenance

No Standard

Guidelines: MR-2 - Trouble Report Rate

% CPE/TOK/FOK Trouble Report Rate - Platform

**Result:** (Numerator / Denominator) \* 100**Denominator:**

Count of Lines in service

**Numerator:**Count of all CPE (disposition code 12), Test OK and Found OK  
(disposition code 09) troubles**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** CLEC**Denominator****Numerator**

```
SELECT
COUNT(*)
WHERE SC IN ('RBM', 'RUC', 'RRM', 'RDXJX', 'RDXUX', 'RBX')
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL LIKE ("W*") AND TABLE VALIDATION
ALGORITHM
AND (( FDIS >= 0700
AND FDIS <= 0999 )
OR ( FDIS >= 1200
AND FDIS <= 1399 ))
```

**Filtered output file:** POTS C2C Line Counts File

For the details on the above out put filtered file layout refer to File Appendix: 60 File Type: Text

**Formula For:** CLEC**Denominator****Numerator**

```
SELECT
COUNT(*)
WHERE STATE = 'NJ'
AND TAB_NAME = 'UP_P_MN_LINES'
```

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** VERIZON**Denominator****Numerator**

```
SELECT
COUNT(*)
WHERE AFLAG2 NOT IN ('D', 'I')
AND CS <> 11
AND TN NOT LIKE "IBZD*"
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
AND (( FDIS >= 0700
AND FDIS <= 0999 )
OR ( FDIS >= 1200
AND FDIS <= 1399 ))
```

**Filtered output file:** POTS C2C Line Counts File

For the details on the above out put filtered file layout refer to File Appendix: 60 File Type: Text

**Formula For:** VERIZON**Denominator****Numerator**

<div>SELECT COUNT(*) WHERE STATE = 'NJ' AND TAB_NAME = 'RT_P_MN_LINES'</div>	
--	--

**UNE (Maintenance)**

Report Labels: MR-2-05-3200 Special Services - Maintenance

No Standard

Guidelines: MR-2 - Trouble Report Rate

% CPE/TOK/FOK Trouble Report Rate

**Result:** (Numerator / Denominator) \* 100**Denominator:**

Count of Lines in service

**Numerator:**Count of all CPE (disposition code 12), Test OK and Found OK  
(disposition code 09) troubles**Filtered output file:** BA South C2C Line Counts File

For the details on the above out put filtered file layout refer to File Appendix: 59 File Type: Text

**Formula For:** CLEC**Denominator****Numerator****SELECT  
COUNT(\*)**WHERE STATE = 'NJ'  
AND TAB NAME = 'U\_S\_MN\_LINES'**Filtered output file:** MR Specials - Detail

For the details on the above out put filtered file layout refer to File Appendix: 25 File Type: Text

**Formula For:** CLEC**Denominator****Numerator****SELECT  
COUNT(\*)**WHERE MCN 4 = 'AECN'  
AND RPT\_CAT = 'CR'  
AND TRBL\_CD IN ('NTF', 'TOK', 'CC')**Filtered output file:** BA South C2C Line Counts File

For the details on the above out put filtered file layout refer to File Appendix: 59 File Type: Text

**Formula For:** VERIZON**Denominator****Numerator****SELECT  
COUNT(\*)**WHERE STATE = 'NJ'  
AND TAB NAME = 'RT\_S\_MN\_LINES'**Filtered output file:** MR Specials - Detail

For the details on the above out put filtered file layout refer to File Appendix: 25 File Type: Text

**Formula For:** VERIZON**Denominator****Numerator****SELECT  
COUNT(\*)**WHERE MCN 4 = 'NYNX'  
AND RPT\_CAT = 'CR'  
AND TRBL\_CD IN ('NTF', 'TOK', 'CC')

**UNE (Maintenance)**

Report Labels: MR-2-05-3341

Complex Services - 2 Wire Digital

No Standard

Guidelines: MR-2 - Trouble Report Rate

% CPE/TOK/FOK Trouble Report Rate

**Result:** (Numerator / Denominator) \* 100**Denominator:**

Count of Lines in service

**Numerator:**Count of all CPE (disposition code 12), Test OK and Found OK  
(disposition code 09) troubles**Filtered output file:** BA South C2C Line Counts File

For the details on the above out put filtered file layout refer to File Appendix: 59 File Type: Text

**Formula For:** CLEC**Denominator****Numerator****SELECT  
COUNT(\*)**WHERE STATE = 'NJ'  
AND TAB NAME = 'UL\_D\_MN\_LINES'**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** CLEC**Denominator****Numerator****SELECT  
COUNT(\*)**  
WHERE CDT >= STARTDATE  
AND TN IN ('DY', 'TY', 'HMXU')  
AND CDT <= ENDDATE  
AND RESELL LIKE ("W\*") AND TABLE VALIDATION  
ALGORITHM  
AND (( FDIS >= 0700  
AND FDIS <= 0999 )  
OR ( FDIS >= 1200  
AND FDIS <= 1399 ))**Filtered output file:** BA South C2C Line Counts File

For the details on the above out put filtered file layout refer to File Appendix: 59 File Type: Text

**Formula For:** VERIZON**Denominator****Numerator****SELECT  
COUNT(\*)**WHERE STATE = 'NJ'  
AND TAB NAME = 'RT\_D\_MN\_LINES'**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** VERIZON**Denominator****Numerator**



	<div>SELECT COUNT(*) WHERE CDT &gt;= STARTDATE AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM AND CDT &lt;= ENDDATE AND (( FDIS &gt;= 0700 AND FDIS &lt;= 0999 ) OR ( FDIS &gt;= 1200 AND FDIS &lt;= 1399 )) AND AFLAG2 = 'I' OR CS = 11 OR TN LIKE 'IBZD*'</div>
--	--

**UNE (Maintenance)**

Report Labels: MR-2-05-3342

Complex Services - 2 Wire xDSL

No Standard

Guidelines: MR-2 - Trouble Report Rate

% CPE/TOK/FOK Trouble Report Rate

**Result:** (Numerator / Denominator) \* 100**Denominator:**

Count of Lines in service

**Numerator:**Count of all CPE (disposition code 12), Test OK and Found OK  
(disposition code 09) troubles**Filtered output file:** BA South C2C Line Counts File

For the details on the above out put filtered file layout refer to File Appendix: 59 File Type: Text

**Formula For:** CLEC**Denominator****Numerator****SELECT  
COUNT(\*)**WHERE STATE = 'NJ'  
AND TAB NAME = 'UL\_X\_MN\_LINES'**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** CLEC**Denominator****Numerator****SELECT  
COUNT(\*)**  
WHERE CDT >= STARTDATE  
AND CDT <= ENDDATE  
AND RESELL LIKE ("W\*") AND TABLE VALIDATION  
ALGORITHM  
AND ( TN LIKE 'ARDU', 'AQDU'  
OR AFLAG2 = 'L' )  
AND (( FDIS >= 0700  
AND FDIS <= 0799 )  
OR ( FDIS >= 1200  
AND FDIS <= 1399 ))**Filtered output file:** BA South C2C Line Counts File

For the details on the above out put filtered file layout refer to File Appendix: 59 File Type: Text

**Formula For:** VERIZON**Denominator****Numerator****SELECT  
COUNT(\*)**WHERE STATE = 'NJ'  
AND TAB NAME = 'RT\_X\_MN\_LINES'**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** VERIZON**Denominator****Numerator**

	<b>SELECT</b> <b>COUNT(*)</b> WHERE AFLAG2 = 'D' AND CDT >= STARTDATE AND CDT <= ENDDATE AND RESELL LIKE (NULL) AND TABLE VALIDATION ALGORITHM AND FDIS >= 0700 AND FDIS <= 0999 ) OR ( FDIS >= 1200 AND FDIS <= 1399 ))	
--	--	--

**Guidelines For: MR-3 Missed Repair Appointments**

## C2C Guideline:

Definition:	The percentage of reported Network Troubles not repaired and cleared by the date and time committed. Also referred to as % of customer troubles not resolved within estimate. Appointment intervals vary with force availability in the POTS environment. Network Troubles include Drop Wire troubles (Disposition Code 3), Cable troubles (Disposition Code 4), and Central Office troubles (Disposition Code 5). (Footnote 32) "Loop" is defined as Drop Wire troubles (Disposition Code 3) and Cable troubles (Disposition Code 4). "Central Office" is defined as Central Office troubles (Disposition Code 5). For Submetric MR-3-03: "CPE" is defined as trouble reports with Disposition Code 12. "Test OK" ("TOK") and "Found OK" ("FOK") are defined as trouble reports with Disposition Code 09. (Note: For CLEC troubles, a not found trouble is coded as CPE.)
Performance Standard:	Metrics MR-3-01 and 02: Parity with BA Retail. Metric MR-3-03: No standard.
Exclusions:	Missed appointments where the CLEC or end user causes the missed appointment or required access was not available during appointment interval. Subsequent reports (additional customer calls while the trouble is ending). Except for MR-3-03, Customer Premises Equipment (CPE) troubles. Except for MR-3-03, troubles reported but not found (Found OK and Test OK). Troubles closed due to customer action. Troubles reported by Bell Atlantic employees in the course of performing preventative maintenance, where no customer has reported a trouble.
Report Dimensions:	BA Retail, CLEC Aggregate, CLEC Specific, BA Affiliate Aggregate, BA Affiliate Specific
Geography:	POTS, 2 Wire Digital Services, and 2 Wire xDSL Services: Southern, Eastern Shore, Raritan, Suburban, Hudson-Bergen

32 BA is now developing the ability to measure Maintenance for Complex services. Measurement of Maintenance performance for Complex services will begin when development measurement capability is completed.

**RESALE (Maintenance)**

Report Labels: MR-3-01-2100 POTS - Maintenance

Parity with VZ Retail

Guidelines: MR-3 - Missed Repair Appointments

% Missed Repair Appointment – Loop

**Result:** (Numerator / Denominator) \* 100**Denominator:**

Count of Loop Troubles (disposition codes 03 and 04).

**Numerator:**

Count of loop troubles where clear time is greater than commitment time (missed appointments (M=X) for disposition codes 0300-0499).

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** CLEC**Denominator**

```

SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0499
AND AFLAG2 NOT IN ('D', 'I')
AND CS <> 11
AND TN NOT LIKE "IBZD*"
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL LIKE ("S*") AND TABLE VALIDATION
ALGORITHM

```

**Numerator**

```

SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0499
AND M = X
AND AFLAG2 NOT IN ('D', 'I')
AND CS <> 11
AND TN NOT LIKE "IBZD*"
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL LIKE ("S*") AND TABLE VALIDATION
ALGORITHM

```

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** VERIZON**Denominator**

```

SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0499
AND AFLAG2 NOT IN ('D', 'I')
AND CS <> 11
AND TN NOT LIKE "IBZD*"
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM

```

**Numerator**

```

SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0499
AND M = X
AND AFLAG2 NOT IN ('D', 'I')
AND CS <> 11
AND TN NOT LIKE "IBZD*"
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM

```

**RESALE (Maintenance)**

Report Labels: MR-3-01-2341

Complex Services - 2 Wire Digital

Parity with VZ Retail

Guidelines: MR-3 - Missed Repair Appointments

% Missed Repair Appointment – Loop

**Result:** (Numerator / Denominator) \* 100**Denominator:**

Count of Loop Troubles (disposition codes 03 and 04).

**Numerator:**

Count of loop troubles where clear time is greater than commitment time (missed appointments (M=X) for disposition codes 0300-0499).

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** CLEC**Denominator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0499
AND AFLAG2 = 'I'
OR CS = 11
OR TN LIKE "IBZD*"
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL LIKE ("S*") AND TABLE VALIDATION
ALGORITHM
```

**Numerator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0499
AND M = X
AND AFLAG2 = 'I'
OR CS = 11
OR TN LIKE "IBZD*"
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL LIKE ("S*") AND TABLE VALIDATION
ALGORITHM
```

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** VERIZON**Denominator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0499
AND AFLAG2 = 'I'
OR CS = 11
OR TN LIKE "IBZD*"
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
```

**Numerator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0499
AND M = X
AND AFLAG2 = 'I'
OR CS = 11
OR TN LIKE "IBZD*"
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
```

**RESALE (Maintenance)**

Report Labels: MR-3-01-2342

Complex Services - 2 Wire xDSL

Parity with VZ Retail

Guidelines: MR-3 - Missed Repair Appointments

% Missed Repair Appointment – Loop

**Result:** (Numerator / Denominator) \* 100**Denominator:**

Count of Loop Troubles (disposition codes 03 and 04).

**Numerator:**

Count of loop troubles where clear time is greater than commitment time (missed appointments (M=X) for disposition codes 0300-0499).

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** CLEC**Denominator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0499
AND AFLAG2 = 'D'
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL LIKE ("S*") AND TABLE VALIDATION
ALGORITHM
```

**Numerator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0499
AND M = X
AND AFLAG2 = 'D'
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL LIKE ("S*") AND TABLE VALIDATION
ALGORITHM
```

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** VERIZON**Denominator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0499
AND AFLAG2 = 'D'
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
```

**Numerator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0499
AND M = X
AND AFLAG2 = 'D'
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
```

**UNE (Maintenance)**

Report Labels: MR-3-01-3112 POTS - Maintenance

Parity with VZ Retail

Guidelines: MR-3 - Missed Repair Appointments

% Missed Repair Appointment – Loop

**Result:** (Numerator / Denominator) \* 100**Denominator:**

Count of Loop Troubles (disposition codes 03 and 04).

**Numerator:**

Count of loop troubles where clear time is greater than commitment time (missed appointments (M=X) for disposition codes 0300-0499).

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** CLEC**Denominator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0499
AND TN = "TXNU*"
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL LIKE ("W*") AND TABLE VALIDATION
ALGORITHM
```

**Numerator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0499
AND TN = "TXNU*"
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL LIKE ("W*") AND TABLE VALIDATION
ALGORITHM
AND M = 'X'
```

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** VERIZON**Denominator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0499
AND AFLAG2 NOT IN ('D', 'I')
AND CS <> 11
AND TN NOT LIKE "IBZD*"
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
```

**Numerator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0499
AND M = X
AND AFLAG2 NOT IN ('D', 'I')
AND CS <> 11
AND TN NOT LIKE "IBZD*"
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
```



**UNE (Maintenance)**

Report Labels: MR-3-01-3140 POTS - Maintenance

Parity with VZ Retail

Guidelines: MR-3 - Missed Repair Appointments

% Missed Repair Appointment – Platform

**Result:** (Numerator / Denominator) \* 100**Denominator:**

Count of Loop Troubles (disposition codes 03 and 04).

**Numerator:**

Count of loop troubles where clear time is greater than commitment time (missed appointments (M=X) for disposition codes 0300-0499).

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** CLEC**Denominator****Numerator****SELECT  
COUNT(\*)**

```

WHERE FDIS >= 0300
AND FDIS <= 0499
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL IN ("W*") AND TABLE VALIDATION ALGORITHM
AND SC IN ('RBM', 'RUC', 'RRM', 'RDXJX', 'RDXUX', 'RBX')

```

**SELECT  
COUNT(\*)**

```

WHERE FDIS >= 0300
AND FDIS <= 0499
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL IN ("W*") AND TABLE VALIDATION ALGORITHM
AND SC IN ('RBM', 'RUC', 'RRM', 'RDXJX', 'RDXUX', 'RBX')
AND M = 'X'

```

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** VERIZON**Denominator****Numerator****SELECT  
COUNT(\*)**

```

WHERE FDIS >= 0300
AND FDIS <= 0499
AND AFLAG2 NOT IN ('D', 'I')
AND CS <> 11
AND TN NOT LIKE "IBZD*"
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM

```

**SELECT  
COUNT(\*)**

```

WHERE FDIS >= 0300
AND FDIS <= 0499
AND M = X
AND AFLAG2 NOT IN ('D', 'I')
AND CS <> 11
AND TN NOT LIKE "IBZD*"
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM

```

**UNE (Maintenance)**

Report Labels: MR-3-01-3341

Complex Services - 2 Wire Digital

Parity with VZ Retail

Guidelines: MR-3 - Missed Repair Appointments

% Missed Repair Appointment – Loop

**Result:** (Numerator / Denominator) \* 100**Denominator:**

Count of Loop Troubles (disposition codes 03 and 04).

**Numerator:**

Count of loop troubles where clear time is greater than commitment time (missed appointments (M=X) for disposition codes 0300-0499).

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** CLEC**Denominator****Numerator****SELECT  
COUNT(\*)**

```
WHERE FDIS >= 0300
AND FDIS <= 0499
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND TN IN ('DY', 'TY', 'HMXU')
AND RESELL LIKE ("W*") AND TABLE VALIDATION
ALGORITHM
```

**SELECT  
COUNT(\*)**

```
WHERE FDIS >= 0300
AND FDIS <= 0499
AND M = X
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND TN IN ('DY', 'TY', 'HMXU')
AND RESELL LIKE ("W*") AND TABLE VALIDATION
ALGORITHM
```

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** VERIZON**Denominator****Numerator****SELECT  
COUNT(\*)**

```
WHERE FDIS >= 0300
AND FDIS <= 0499
AND AFLAG2 = 'I'
OR CS = 11
OR TN LIKE 'IBZD*'
AND RESELL LIKE (NULL) AND TABLE VALIDATION
ALGORITHM
AND CDT >= STARTDATE
AND CDT <= ENDDATE
```

**SELECT  
COUNT(\*)**

```
WHERE FDIS >= 0300
AND FDIS <= 0499
AND M = X
AND AFLAG2 = 'I'
OR CS = 11
OR TN LIKE 'IBZD*'
AND RESELL LIKE (NULL) AND TABLE VALIDATION
ALGORITHM
AND CDT >= STARTDATE
AND CDT <= ENDDATE
```

**UNE (Maintenance)**

Report Labels: MR-3-01-3342

Complex Services - 2 Wire xDSL

Parity with VZ Retail

Guidelines: MR-3 - Missed Repair Appointments

% Missed Repair Appointment – Loop

**Result:** (Numerator / Denominator) \* 100**Denominator:**

Count of Loop Troubles (disposition codes 03 and 04).

**Numerator:**

Count of loop troubles where clear time is greater than commitment time (missed appointments (M=X) for disposition codes 0300-0499).

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** CLEC**Denominator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0499
AND AFLAG2 = 'L'
AND TN LIKE 'ARDU', 'AQDU'
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL LIKE ("W*") AND TABLE VALIDATION
ALGORITHM
```

**Numerator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0499
AND M = X
AND AFLAG2 = 'L'
AND TN LIKE 'ARDU', 'AQDU'
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL LIKE ("W*") AND TABLE VALIDATION
ALGORITHM
```

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** VERIZON**Denominator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0499
AND AFLAG2 = 'D'
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
```

**Numerator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0499
AND M = X
AND AFLAG2 = 'D'
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
```

**RESALE (Maintenance)**

Report Labels: MR-3-02-2100 POTS - Maintenance

Parity with VZ Retail

Guidelines: MR-3 - Missed Repair Appointments

% Missed Repair Appointment – Central Office

**Result:** (Numerator / Denominator) \* 100**Denominator:**

Count of Central Office Troubles (disposition code 05).

**Numerator:**

Count of central office troubles where clear time is greater than commitment time (missed appointments (M=X) for disposition code 05).

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** CLEC**Denominator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0500
AND FDIS <= 0599
AND AFLAG2 NOT IN ('D', 'I')
AND CS <> 11
AND TN NOT LIKE "IBZD*"
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL LIKE ("S*") AND TABLE VALIDATION
ALGORITHM
```

**Numerator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0500
AND FDIS <= 0599
AND AFLAG2 NOT IN ('D', 'I')
AND CS <> 11
AND TN NOT LIKE "IBZD*"
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND M = X
AND RESELL LIKE ("S*") AND TABLE VALIDATION
ALGORITHM
```

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** VERIZON**Denominator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0500
AND FDIS <= 0599
AND AFLAG2 NOT IN ('D', 'I')
AND CS <> 11
AND TN NOT LIKE "IBZD*"
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
```

**Numerator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0500
AND FDIS <= 0599
AND AFLAG2 NOT IN ('D', 'I')
AND CS <> 11
AND TN NOT LIKE "IBZD*"
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND M = X
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
```

**RESALE (Maintenance)**

Report Labels: MR-3-02-2341

Complex Services - 2 Wire Digital

Parity with VZ Retail

Guidelines: MR-3 - Missed Repair Appointments

% Missed Repair Appointment – Central Office

**Result:** (Numerator / Denominator) \* 100**Denominator:**

Count of Central Office Troubles (disposition code 05).

**Numerator:**

Count of central office troubles where clear time is greater than commitment time (missed appointments (M=X) for disposition code 05).

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** CLEC**Denominator****Numerator**

```

SELECT
COUNT(*)
WHERE FDIS >= 0500
AND FDIS <= 0599
AND AFLAG2 = 'I'
OR CS = 11
OR TN LIKE "IBZD*"
AND RESELL LIKE ("S*") AND TABLE VALIDATION
ALGORITHM
AND CDT >= STARTDATE
AND CDT <= ENDDATE

```

```

SELECT
COUNT(*)
WHERE FDIS >= 0500
AND FDIS <= 0599
AND AFLAG2 = 'I'
OR CS = 11
OR TN LIKE "IBZD*"
AND M = X
AND RESELL LIKE ("S*") AND TABLE VALIDATION
ALGORITHM
AND CDT >= STARTDATE
AND CDT <= ENDDATE

```

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** VERIZON**Denominator****Numerator**

```

SELECT
COUNT(*)
WHERE FDIS >= 0500
AND FDIS <= 0599
AND AFLAG2 = 'I'
OR CS = 11
OR TN LIKE "IBZD*"
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
AND CDT >= STARTDATE
AND CDT <= ENDDATE

```

```

SELECT
COUNT(*)
WHERE FDIS >= 0500
AND FDIS <= 0599
AND AFLAG2 = 'I'
OR CS = 11
OR TN LIKE "IBZD*"
AND M = X
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
AND CDT >= STARTDATE
AND CDT <= ENDDATE

```

**RESALE (Maintenance)**

Report Labels: MR-3-02-2342

Complex Services - 2 Wire xDSL

Parity with VZ Retail

Guidelines: MR-3 - Missed Repair Appointments

% Missed Repair Appointment – Central Office

**Result:** (Numerator / Denominator) \* 100**Denominator:**

Count of Central Office Troubles (disposition code 05).

**Numerator:**

Count of central office troubles where clear time is greater than commitment time (missed appointments (M=X) for disposition code 05).

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** CLEC**Denominator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0500
AND FDIS <= 0599
AND AFLAG2 = 'D'
AND RESELL LIKE ( "S**") AND TABLE VALIDATION
ALGORITHM
AND CDT >= STARTDATE
AND CDT <= ENDDATE
```

**Numerator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0500
AND FDIS <= 0599
AND M = X
AND AFLAG2 = 'D'
AND RESELL LIKE ( "S**") AND TABLE VALIDATION
ALGORITHM
AND CDT >= STARTDATE
AND CDT <= ENDDATE
```

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** VERIZON**Denominator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0500
AND FDIS <= 0599
AND AFLAG2 = 'D'
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
```

**Numerator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0500
AND FDIS <= 0599
AND M = X
AND AFLAG2 = 'D'
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
```

**UNE (Maintenance)**

Report Labels: MR-3-02-3112 POTS - Maintenance

Parity with VZ Retail

Guidelines: MR-3 - Missed Repair Appointments

% Missed Repair Appointment – Central Office - Loop

**Result:** (Numerator / Denominator) \* 100**Denominator:**

Count of Central Office Troubles (disposition code 05).

**Numerator:**

Count of central office troubles where clear time is greater than commitment time (missed appointments (M=X) for disposition code 05).

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** CLEC**Denominator****Numerator****SELECT  
COUNT(\*)**

```

WHERE FDIS >= 0300
AND FDIS <= 0499
AND TN = "TXNU*"
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL LIKE ("W*") AND TABLE VALIDATION
ALGORITHM

```

**SELECT  
COUNT(\*)**

```

WHERE FDIS >= 0300
AND FDIS <= 0499
AND TN = "TXNU*"
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL LIKE ("W*") AND TABLE VALIDATION
ALGORITHM
AND M = 'X'

```

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** VERIZON**Denominator****Numerator****SELECT  
COUNT(\*)**

```

WHERE FDIS >= 0500
AND FDIS <= 0599
AND AFLAG2 NOT IN ('D', 'I')
AND CS <> 11
AND TN NOT LIKE "IBZD*"
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM

```

**SELECT  
COUNT(\*)**

```

WHERE FDIS >= 0500
AND FDIS <= 0599
AND AFLAG2 NOT IN ('D', 'I')
AND CS <> 11
AND TN NOT LIKE "IBZD*"
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND M = X
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM

```

**UNE (Maintenance)**

Report Labels: MR-3-02-3140 POTS - Maintenance

Parity with VZ Retail

Guidelines: MR-3 - Missed Repair Appointments

% Missed Repair Appointment – Central Office - Platform

**Result:** (Numerator / Denominator) \* 100**Denominator:**

Count of Central Office Troubles (disposition code 05).

**Numerator:**

Count of central office troubles where clear time is greater than commitment time (missed appointments (M=X) for disposition code 05).

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** CLEC**Denominator****Numerator**

```

SELECT
COUNT(*)
WHERE FDIS >= 0500
AND FDIS <= 0599
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL LIKE ("W*") AND TABLE VALIDATION
ALGORITHM
AND SC IN ('RBM', 'RUC', 'RRM', 'RDXJX', 'RDXUX', 'RBX')

```

```

SELECT
COUNT(*)
WHERE FDIS >= 0500
AND FDIS <= 0599
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND M = X
AND RESELL LIKE ("W*") AND TABLE VALIDATION
ALGORITHM
AND SC IN ('RBM', 'RUC', 'RRM', 'RDXJX', 'RDXUX', 'RBX')

```

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** VERIZON**Denominator****Numerator**

```

SELECT
COUNT(*)
WHERE FDIS >= 0500
AND FDIS <= 0599
AND AFLAG2 NOT IN ('D', 'I')
AND CS <> 11
AND TN NOT LIKE "IBZD*"
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM

```

```

SELECT
COUNT(*)
WHERE FDIS >= 0500
AND FDIS <= 0599
AND AFLAG2 NOT IN ('D', 'I')
AND CS <> 11
AND TN NOT LIKE "IBZD*"
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND M = X
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM

```



**UNE (Maintenance)**

Report Labels: MR-3-02-3341

Complex Services - 2 Wire Digital

Parity with VZ Retail

Guidelines: MR-3 - Missed Repair Appointments

% Missed Repair Appointment – Central Office

**Result:** (Numerator / Denominator) \* 100**Denominator:**

Count of Central Office Troubles (disposition code 05).

**Numerator:**

Count of central office troubles where clear time is greater than commitment time (missed appointments (M=X) for disposition code 05).

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** CLEC**Denominator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0500
AND FDIS <= 0599
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL LIKE ("W*") AND TABLE VALIDATION
ALGORITHM
AND TN IN ('DY', 'TY', 'HMXU')
```

**Numerator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0500
AND FDIS <= 0599
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND M = X
AND RESELL LIKE ("W*") AND TABLE VALIDATION
ALGORITHM
AND TN IN ('DY', 'TY', 'HMXU')
```

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** VERIZON**Denominator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0500
AND FDIS <= 0599
AND AFLAG2 = 'I'
OR CS = 11
OR TN LIKE 'IBZD*'
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
AND CDT >= STARTDATE
AND CDT <= ENDDATE
```

**Numerator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0500
AND FDIS <= 0599
AND AFLAG2 = 'I'
OR CS = 11
OR TN LIKE 'IBZD*'
AND M = X
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
AND CDT >= STARTDATE
AND CDT <= ENDDATE
```

**UNE (Maintenance)**

Report Labels: MR-3-02-3342

Complex Services - 2 Wire xDSL

Parity with VZ Retail

Guidelines: MR-3 - Missed Repair Appointments

% Missed Repair Appointment – Central Office

**Result:** (Numerator / Denominator) \* 100**Denominator:**

Count of Central Office Troubles (disposition code 05).

**Numerator:**

Count of central office troubles where clear time is greater than commitment time (missed appointments (M=X) for disposition code 05).

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** CLEC**Denominator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0500
AND FDIS <= 0599
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL LIKE ("W*") AND TABLE VALIDATION
ALGORITHM
AND ( TN LIKE 'ARDU', 'AQDU'
OR AFLAG2 = 'L' )
```

**Numerator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0500
AND FDIS <= 0599
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL LIKE ("W*") AND TABLE VALIDATION
ALGORITHM
AND ( TN LIKE 'ARDU', 'AQDU'
OR AFLAG2 = 'L' )
AND M = 'X'
```

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** VERIZON**Denominator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0500
AND FDIS <= 0599
AND AFLAG2 = 'D'
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
```

**Numerator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0500
AND FDIS <= 0599
AND M = X
AND AFLAG2 = 'D'
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
```

**RESALE (Maintenance)**

Report Labels: MR-3-03-2100 POTS - Maintenance

No Standard

Guidelines: MR-3 - Missed Repair Appointments

% Missed Repair Appointment — CPE /TOK/FOK

**Result:** (Numerator / Denominator) \* 100**Denominator:**

Count of all CPE (disposition Code 12), Test OK, and Found OK troubles (disposition code 09)

**Numerator:**

Count of CPE (disposition Code 12), Test OK, and Found OK troubles (disposition code 09), where clear time is greater than commitment time (missed appointments (M=X))

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** CLEC**Denominator**

```

SELECT
COUNT(*)
WHERE AFLAG2 NOT IN ('D', 'I')
OR CS <> 11
OR TN NOT LIKE "IBZD*"
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL LIKE ("S*") AND TABLE VALIDATION
ALGORITHM
AND (( FDIS >= 0700
AND FDIS <= 0999 )
OR ( FDIS >= 1200
AND FDIS <= 1399 ))

```

**Numerator**

```

SELECT
COUNT(*)
WHERE M = X
AND AFLAG2 NOT IN ('D', 'I')
OR CS <> 11
OR TN NOT LIKE "IBZD*"
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL LIKE ("S*") AND TABLE VALIDATION
ALGORITHM
AND (( FDIS >= 0700
AND FDIS <= 0999 )
OR ( FDIS >= 1200
AND FDIS <= 1399 ))

```

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** VERIZON**Denominator**

```

SELECT
COUNT(*)
WHERE AFLAG2 NOT IN ('D', 'I')
OR CS <> 11
OR TN NOT LIKE "IBZD*"
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
AND CDT <= ENDDATE
AND CDT >= STARTDATE
AND (( FDIS >= 0700
AND FDIS <= 0999 )
OR ( FDIS >= 1200
AND FDIS <= 1399 ))

```

**Numerator**

```

SELECT
COUNT(*)
WHERE M = X
AND AFLAG2 NOT IN ('D', 'I')
OR CS <> 11
OR TN NOT LIKE "IBZD*"
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
AND CDT <= ENDDATE
AND CDT >= STARTDATE
AND (( FDIS >= 0700
AND FDIS <= 0999 )
OR ( FDIS >= 1200
AND FDIS <= 1399 ))

```

**RESALE (Maintenance)**

Report Labels: MR-3-03-2341

Complex Services - 2 Wire Digital

No Standard

Guidelines: MR-3 - Missed Repair Appointments

% Missed Repair Appointment — CPE /TOK/FOK

**Result:** (Numerator / Denominator) \* 100**Denominator:**

Count of all CPE (disposition Code 12), Test OK, and Found OK troubles (disposition code 09)

**Numerator:**

Count of CPE (disposition Code 12), Test OK, and Found OK troubles (disposition code 09), where clear time is greater than commitment time (missed appointments (M=X))

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** CLEC**Denominator**

```
SELECT
COUNT(*)
WHERE CDT >= STARTDATE
AND CDT <= ENDDATE
AND ( AFLAG2 = 'I'
OR CS = 11
OR TN LIKE "IBZD*" )
AND RESELL LIKE ("S") AND TABLE VALIDATION ALGORITHM
AND (( FDIS >= 0700
AND FDIS <= 0999 )
OR ( FDIS >= 1200
AND FDIS <= 1399 ))
```

**Numerator**

```
SELECT
COUNT(*)
WHERE M = X
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND ( AFLAG2 = 'I'
OR CS = 11
OR TN LIKE "IBZD*" )
AND RESELL LIKE ("S") AND TABLE VALIDATION
ALGORITHM
AND (( FDIS >= 0700
AND FDIS <= 0999 )
OR ( FDIS >= 1200
AND FDIS <= 1399 ))
```

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** VERIZON**Denominator**

```
SELECT
COUNT(*)
WHERE CDT >= STARTDATE
AND CDT <= ENDDATE
AND ( AFLAG2 = 'I'
OR CS = 11
OR TN LIKE "IBZD*" )
AND (( FDIS >= 0700
AND FDIS <= 0999 )
OR ( FDIS >= 1200
AND FDIS <= 1399 ))
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
```

**Numerator**

```
SELECT
COUNT(*)
WHERE M = X
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND ( AFLAG2 = 'I'
OR CS = 11
OR TN LIKE "IBZD*" )
AND (( FDIS >= 0700
AND FDIS <= 0999 )
OR ( FDIS >= 1200
AND FDIS <= 1399 ))
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
```

**RESALE (Maintenance)**

Report Labels: MR-3-03-2342

Complex Services - 2 Wire xDSL

No Standard

Guidelines: MR-3 - Missed Repair Appointments

% Missed Repair Appointment — CPE /TOK/FOK

**Result:** (Numerator / Denominator) \* 100**Denominator:**

Count of all CPE (disposition Code 12), Test OK, and Found OK troubles (disposition code 09)

**Numerator:**

Count of CPE (disposition Code 12), Test OK, and Found OK troubles (disposition code 09), where clear time is greater than commitment time (missed appointments (M=X))

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** CLEC**Denominator**

```
SELECT
COUNT(*)
WHERE CDT >= STARTDATE
AND CDT <= ENDDATE
AND AFLAG2 = 'D'
AND RESELL LIKE ("S*") AND TABLE VALIDATION
ALGORITHM
AND (( FDIS >= 0700
AND FDIS <= 0999 )
OR ( FDIS >= 1200
AND FDIS <= 1399 ))
```

**Numerator**

```
SELECT
COUNT(*)
WHERE M = X
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND AFLAG2 = 'D'
AND RESELL LIKE ("S*") AND TABLE VALIDATION
ALGORITHM
AND (( FDIS >= 0700
AND FDIS <= 0999 )
OR ( FDIS >= 1200
AND FDIS <= 1399 ))
```

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** VERIZON**Denominator**

```
SELECT
COUNT(*)
WHERE CDT >= STARTDATE
AND CDT <= ENDDATE
AND AFLAG2 = 'D'
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
AND (( FDIS >= 0700
AND FDIS <= 0999 )
OR ( FDIS >= 1200
AND FDIS <= 1399 ))
```

**Numerator**

```
SELECT
COUNT(*)
WHERE M = X
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND AFLAG2 = 'D'
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
AND (( FDIS >= 0700
AND FDIS <= 0999 )
OR ( FDIS >= 1200
AND FDIS <= 1399 ))
```

**UNE (Maintenance)**

Report Labels: MR-3-03-3112 POTS - Maintenance

No Standard

Guidelines: MR-3 - Missed Repair Appointments

% Missed Repair Appointment — CPE /TOK/FOK - Loop

**Result:** (Numerator / Denominator) \* 100**Denominator:**

Count of all CPE (disposition Code 12), Test OK, and Found OK troubles (disposition code 09)

**Numerator:**

Count of CPE (disposition Code 12), Test OK, and Found OK troubles (disposition code 09), where clear time is greater than commitment time (missed appointments (M=X))

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** CLEC**Denominator****Numerator**

```
SELECT
COUNT(*)
WHERE TN = "TXNU*"
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL LIKE ("W*") AND TABLE VALIDATION
ALGORITHM
AND FDIS >= 0700
AND FDIS <= 0999 )
OR ( FDIS >= 1200
AND FDIS <= 1399 ))
```

```
SELECT
COUNT(*)
WHERE TN = "TXNU*"
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL LIKE ("W*") AND TABLE VALIDATION
ALGORITHM
AND M = 'X'
AND (( FDIS >= 0700
AND FDIS <= 0999 )
OR ( FDIS >= 1200
AND FDIS <= 1399 ))
```

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** VERIZON**Denominator****Numerator**

```
SELECT
COUNT(*)
WHERE AFLAG2 NOT IN ('D', 'I')
AND CS <> 11
AND TN NOT LIKE "IBZD*"
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
AND FDIS >= 0700
AND FDIS <= 0999 )
OR ( FDIS >= 1200
AND FDIS <= 1399 ))
```

```
SELECT
COUNT(*)
WHERE AFLAG2 NOT IN ('D', 'I')
AND CS <> 11
AND TN NOT LIKE "IBZD*"
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
AND M = 'X'
AND (( FDIS >= 0700
AND FDIS <= 0999 )
OR ( FDIS >= 1200
AND FDIS <= 1399 ))
```

**UNE (Maintenance)**

Report Labels: MR-3-03-3140 POTS - Maintenance

No Standard

Guidelines: MR-3 - Missed Repair Appointments

% Missed Repair Appointment — CPE /TOK/FOK - Platform

**Result:** (Numerator / Denominator) \* 100**Denominator:**

Count of all CPE (disposition Code 12), Test OK, and Found OK troubles (disposition code 09)

**Numerator:**

Count of CPE (disposition Code 12), Test OK, and Found OK troubles (disposition code 09), where clear time is greater than commitment time (missed appointments (M=X))

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** CLEC**Denominator****Numerator**

```
SELECT
COUNT(*)
WHERE CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL LIKE ("W*") AND TABLE VALIDATION
ALGORITHM
AND SC IN ('RBM', 'RUC', 'RRM', 'RDXJX', 'RDXUX', 'RBX')
AND (( FDIS >= 0700
AND FDIS <= 0999 )
OR ( FDIS >= 1200
AND FDIS <= 1399 ))
```

```
SELECT
COUNT(*)
WHERE CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL LIKE ("W*") AND TABLE VALIDATION
ALGORITHM
AND SC IN ('RBM', 'RUC', 'RRM', 'RDXJX', 'RDXUX', 'RBX')
AND (( FDIS >= 0700
AND FDIS <= 0999 )
OR ( FDIS >= 1200
AND FDIS <= 1399 ))
AND M = X
```

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** VERIZON**Denominator****Numerator**

```
SELECT
COUNT(*)
WHERE CS <> 11
AND TN NOT LIKE "IBZD*"
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND AFLAG2 NOT IN ('D', 'I')
AND (( FDIS >= 0700
AND FDIS <= 0999 )
OR ( FDIS >= 1200
AND FDIS <= 1399 ))
```

```
SELECT
COUNT(*)
WHERE CS <> 11
AND TN NOT LIKE "IBZD*"
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND M = X
AND AFLAG2 NOT IN ('D', 'I')
AND (( FDIS >= 0700
AND FDIS <= 0999 )
OR ( FDIS >= 1200
AND FDIS <= 1399 ))
```

**UNE (Maintenance)**

Report Labels: MR-3-03-3341

Complex Services - 2 Wire Digital

No Standard

Guidelines: MR-3 - Missed Repair Appointments

% Missed Repair Appointment — CPE /TOK/FOK

**Result:** (Numerator / Denominator) \* 100**Denominator:**

Count of all CPE (disposition Code 12), Test OK, and Found OK troubles (disposition code 09)

**Numerator:**

Count of CPE (disposition Code 12), Test OK, and Found OK troubles (disposition code 09), where clear time is greater than commitment time (missed appointments (M=X))

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** CLEC**Denominator**

```
SELECT
COUNT(*)
WHERE CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL LIKE ("W") AND TABLE VALIDATION ALGORITHM
AND TN IN ('DY', 'TY', 'HMXU')
AND FDIS >= 0700
AND FDIS <= 0999 )
OR ( FDIS >= 1200
AND FDIS <= 1399 ))
```

**Numerator**

```
SELECT
COUNT(*)
WHERE CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL LIKE ("W") AND TABLE VALIDATION
ALGORITHM
AND TN IN ('DY', 'TY', 'HMXU')
AND M = X
AND (( FDIS >= 0700
AND FDIS <= 0999 )
OR ( FDIS >= 1200
AND FDIS <= 1399 ))
```

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** VERIZON**Denominator**

```
SELECT
COUNT(*)
WHERE CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
AND ( AFLAG2 = 'I'
OR CS = 11
OR TN LIKE 'IBZD*' )
AND (( FDIS >= 0700
AND FDIS <= 0999 )
OR ( FDIS >= 1200
AND FDIS <= 1399 ))
```

**Numerator**

```
SELECT
COUNT(*)
WHERE CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
AND ( AFLAG2 = 'I'
OR CS = 11
OR TN LIKE 'IBZD*' )
AND (( FDIS >= 0700
AND FDIS <= 0999 )
OR ( FDIS >= 1200
AND FDIS <= 1399 ))
AND M = X
```



**UNE (Maintenance)**

Report Labels: MR-3-03-3342

Complex Services - 2 Wire xDSL

No Standard

Guidelines: MR-3 - Missed Repair Appointments

% Missed Repair Appointment — CPE /TOK/FOK

**Result:** (Numerator / Denominator) \* 100**Denominator:**

Count of all CPE (disposition Code 12), Test OK, and Found OK troubles (disposition code 09)

**Numerator:**

Count of CPE (disposition Code 12), Test OK, and Found OK troubles (disposition code 09), where clear time is greater than commitment time (missed appointments (M=X))

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** CLEC**Denominator**

```
SELECT
COUNT(*)
WHERE CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL LIKE ("W*") AND TABLE VALIDATION
ALGORITHM
AND ( TN LIKE 'ARDU', 'AQDU'
OR AFLAG2 = 'L' )
AND FDIS >= 0700
AND FDIS <= 0999 )
OR ( FDIS >= 1200
AND FDIS <= 1399 ))
```

**Numerator**

```
SELECT
COUNT(*)
WHERE CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL LIKE ("W*") AND TABLE VALIDATION
ALGORITHM
AND ( TN LIKE 'ARDU', 'AQDU'
OR AFLAG2 = 'L' )
AND M = X
AND FDIS >= 0700
AND FDIS <= 0999 )
OR ( FDIS >= 1200
AND FDIS <= 1399 ))
```

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** VERIZON**Denominator**

```
SELECT
COUNT(*)
WHERE CDT >= STARTDATE
AND CDT <= ENDDATE
AND AFLAG2 = 'D'
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
AND (( FDIS >= 0700
AND FDIS <= 0999 )
OR ( FDIS >= 1200
AND FDIS <= 1399 ))
```

**Numerator**

```
SELECT
COUNT(*)
WHERE M = X
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND AFLAG2 = 'D'
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
AND (( FDIS >= 0700
AND FDIS <= 0999 )
OR ( FDIS >= 1200
AND FDIS <= 1399 ))
```

## Guidelines For: MR-4 Trouble Duration Intervals

### C2C Guideline:

Definition:	<p>Metrics MR-4-01 through MR-4-03-Mean Time to Repair (MTTR): For Network Trouble reports for the BA Network, the average duration time (measured in hours and minutes {as a percentage of an hour}) from trouble receipt to trouble clearance. Network Troubles include Drop Wire troubles (Disposition Code 3), Cable troubles (Disposition Code 4), and Central Office troubles (Disposition Code 5). (footnote 33) "Loop" is defined as Drop Wire troubles (Disposition Code 3) and Cable troubles (Disposition Code 4). "Central Office" is defined as Central Office troubles (Disposition Code 5). For POTS and Complex-type services this is measured on a "running clock" ("Run clock") basis. (footnote 34) Run clock includes weekends and holidays. For Special Services-type services and interconnection trunks, this is measured on a "stop clock" basis (i.e., the clock is stopped when CLEC testing is occurring, BA is awaiting carrier acceptance, or BA is denied access). Out of Service Intervals: The percent of Network Troubles for the BA Network that indicate an out of service condition which was repaired and cleared more than "y" hours after receipt of trouble report. Out of Service (OOS) means that there is no dial tone, the customer cannot call out, or the customer cannot be called. The Out of Service period commences when the trouble is entered into BA's designated trouble reporting interface either directly by the CLEC or by a BA representative upon notification. Includes weekends and holidays. Network Troubles include Drop Wire troubles (Disposition Code 3), Cable troubles (Disposition Code 4), and Central Office troubles (Disposition Code 5). Note: y" equals hours out of service (2, 4, 12 or 24 hours). For Special Services: OOS is defined as troubles where the trouble completion code indicates that a trouble was found within the Bell Atlantic network (trbl_cd is "FAC" or "CO") trouble reports for the BA Network, the average duration time (measured in hours and minutes {as a percentage of an hour}) from trouble receipt to trouble clearance. Network Troubles include Drop Wire troubles (Disposition Code 3), Cable troubles (Disposition Code 4), and Central Office troubles (Disposition Code 5).33 "Loop" is defined as Drop Wire troubles (Disposition Code 3) and Cable troubles (Disposition Code 4). "Central Office" is defined as Central Office troubles (Disposition Code 5). For POTS and Complex-type services this is measured on a "running clock" ("Run clock") basis.34 Run clock includes weekends and holidays. For Special Services-type services and interconnection trunks, this is measured on a "stop clock" basis (i.e., the clock is stopped when CLEC testing is occurring, BA is awaiting carrier acceptance, or BA is denied access). Out of Service Intervals: The percent of Network Troubles for the BA Network that indicate an out of service condition which was repaired and cleared more than "y" hours after receipt of trouble report. Out of Service (OOS) means that there is no dial tone, the customer cannot call out, or the customer cannot be called. The Out of Service period commences when the trouble is entered into BA's designated trouble reporting interface either directly by the CLEC or by a BA representative upon notification. Includes weekends and holidays. Network Troubles include Drop Wire troubles (Disposition Code 3), Cable troubles (Disposition Code 4), and Central Office troubles (Disposition Code 5). Note: y" equals hours out of service (2, 4, 12 or 24 hours). For Special Services: OOS is defined as troubles where the trouble completion code indicates that a trouble was found within the Bell Atlantic network (trbl_cd is "FAC" or "CO").</p>
Performance Standard:	Parity with BA Retail.
Exclusions:	Subsequent reports (additional customer calls while the trouble is pending) Customer Premises Equipment (CPE) troubles Troubles reported but not found (Found OK and Test OK). Troubles closed due to customer action. Troubles reported by Bell Atlantic employees in the course of performing preventative maintenance, where no customer has reported a trouble.
Report Dimensions:	BA Retail, CLEC Aggregate, CLEC Specific, BA Affiliate Aggregate, BA Affiliate Specific
Geography:	<p>POTS, Complex, 2 Wire Digital Services, and 2 Wire xDSL Services: Southern, Eastern Shore, Raritan, Suburban, Hudson-Bergen</p> <p>Specials: State Trunks: State</p>

33 BA is now developing the ability to measure Maintenance for Complex services. Measurement of Maintenance performance for Complex services will begin when development capability is completed.

34 "Run clock" is a measure of duration time where no time is excluded. Duration time is calculated comparing the date and time that a trouble is cleared to the date and time that the trouble report was received.

**RESALE (Maintenance)**

Report Labels: MR-4-01-2100 POTS - Maintenance

Parity with VZ Retail

Guidelines: MR-4 - Trouble Duration Intervals

Mean Time To Repair – Total

**Result:** (Numerator / Denominator)**Denominator:**

Count of central office and loop troubles (disposition codes 03, 04 and 05.)

**Numerator:**

Sum of Trouble clear date and time less trouble receipt date and time for central office and loop troubles (disposition code 03, 04 and 05 (Specials and trunks- excludes stop time))

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** CLEC**Denominator****Numerator****SELECT  
COUNT(\*)**

```

WHERE FDIS >= 0300
AND FDIS <= 0599
AND AFLAG2 NOT IN ('D', 'I')
AND CS <> 11
AND TN NOT LIKE "IBZD*"
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL LIKE ("S*") AND TABLE VALIDATION
ALGORITHM

```

**SELECT****SUM((CLDT, CLEART)- (RDT,RECT))**

```

WHERE FDIS >= 0300
AND FDIS <= 0599
AND AFLAG2 NOT IN ('D', 'I')
AND CS <> 11
AND TN NOT LIKE "IBZD*"
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL LIKE ("S*") AND TABLE VALIDATION
ALGORITHM

```

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** VERIZON**Denominator****Numerator****SELECT  
COUNT(\*)**

```

WHERE FDIS >= 0300
AND FDIS <= 0599
AND AFLAG2 NOT IN ('D', 'I')
AND CS <> 11
AND TN NOT LIKE "IBZD*"
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM

```

**SELECT****SUM((CLDT, CLEART)- (RDT,RECT))**

```

WHERE FDIS >= 0300
AND FDIS <= 0599
AND AFLAG2 NOT IN ('D', 'I')
AND CS <> 11
AND TN NOT LIKE "IBZD*"
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM

```

**RESALE (Maintenance)**

Report Labels: MR-4-01-2200

Special Services - Maintenance

Parity with VZ Retail

Guidelines: MR-4 - Trouble Duration Intervals

Mean Time To Repair – Total

**Result:** (Numerator / Denominator)**Denominator:**

Count of central office and loop troubles (disposition codes 03, 04 and 05.)

**Numerator:**

Sum of Trouble clear date and time less trouble receipt date and time for central office and loop troubles (disposition code 03, 04 and 05 (Specials and trunks- excludes stop time))

**Filtered output file:** MR Specials - Detail

For the details on the above out put filtered file layout refer to File Appendix: 25 File Type: Text

**Formula For:** CLEC**Denominator****Numerator****SELECT  
COUNT(\*)**WHERE RPT\_CAT = 'CR'  
AND TRBL\_CD IN ('FAC', 'CO', 'STN')  
AND MCN 4 = 'RSID'**SELECT  
SUM(ACT\_DUR)**WHERE RPT\_CAT = 'CR'  
AND TRBL\_CD IN ('FAC', 'CO', 'STN')  
AND MCN 4 = 'RSID'**Filtered output file:** MR Specials - Detail

For the details on the above out put filtered file layout refer to File Appendix: 25 File Type: Text

**Formula For:** VERIZON**Denominator****Numerator****SELECT  
COUNT(\*)**WHERE RPT\_CAT = 'CR'  
AND TRBL\_CD IN ('FAC', 'CO', 'STN')  
AND MCN 4 = 'NYNX'**SELECT  
SUM(ACT\_DUR)**WHERE RPT\_CAT = 'CR'  
AND TRBL\_CD IN ('FAC', 'CO', 'STN')  
AND MCN 4 = 'NYNX'

**RESALE (Maintenance)**

Report Labels: MR-4-01-2341

Complex Services - 2 Wire Digital

Parity with VZ Retail

Guidelines: MR-4 - Trouble Duration Intervals

Mean Time To Repair – Total

**Result:** (Numerator / Denominator)**Denominator:**

Count of central office and loop troubles (disposition codes 03, 04 and 05.)

**Numerator:**

Sum of Trouble clear date and time less trouble receipt date and time for central office and loop troubles (disposition code 03, 04 and 05 (Specials and trunks- excludes stop time))

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** CLEC**Denominator****Numerator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND ( AFLAG2 = 'I'
OR CS = 11
OR TN LIKE "IBZD*" )
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL LIKE ("S*") AND TABLE VALIDATION
ALGORITHM
```

```
SELECT
SUM((CLDT, CLEART)- (RDT,RECT))
WHERE FDIS >= 0300
AND FDIS <= 0599
AND ( AFLAG2 = 'I'
OR CS = 11
OR TN LIKE "IBZD*" )
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL LIKE ("S*") AND TABLE VALIDATION
ALGORITHM
```

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** VERIZON**Denominator****Numerator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND ( AFLAG2 = 'I'
OR CS = 11
OR TN LIKE "IBZD*" )
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
```

```
SELECT
SUM((CLDT, CLEART)- (RDT,RECT))
WHERE FDIS >= 0300
AND FDIS <= 0599
AND ( AFLAG2 = 'I'
OR CS = 11
OR TN LIKE "IBZD*" )
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
```

**RESALE (Maintenance)**

Report Labels: MR-4-01-2342

Complex Services - 2 Wire xDSL

Parity with VZ Retail

Guidelines: MR-4 - Trouble Duration Intervals

Mean Time To Repair – Total

**Result:** (Numerator / Denominator)**Denominator:**

Count of central office and loop troubles (disposition codes 03, 04 and 05.)

**Numerator:**

Sum of Trouble clear date and time less trouble receipt date and time for central office and loop troubles (disposition code 03, 04 and 05 (Specials and trunks- excludes stop time))

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** CLEC**Denominator****Numerator****SELECT  
COUNT(\*)**

```
WHERE FDIS >= 0300
AND FDIS <= 0599
AND AFLAG2 = 'D'
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL LIKE ("S*") AND TABLE VALIDATION
ALGORITHM
```

**SELECT****SUM((CLDT, CLEAR)- (RDT,RECT))**

```
WHERE FDIS >= 0300
AND FDIS <= 0599
AND AFLAG2 = 'D'
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL LIKE ("S*") AND TABLE VALIDATION
ALGORITHM
```

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** VERIZON**Denominator****Numerator****SELECT  
COUNT(\*)**

```
WHERE FDIS >= 0300
AND FDIS <= 0599
AND AFLAG2 = 'D'
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
```

**SELECT****SUM((CLDT, CLEAR)- (RDT,RECT))**

```
WHERE FDIS >= 0300
AND FDIS <= 0599
AND AFLAG2 = 'D'
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
```

**UNE (Maintenance)**

Report Labels: MR-4-01-3112 POTS - Maintenance

Parity with VZ Retail

Guidelines: MR-4 - Trouble Duration Intervals

Mean Time To Repair – Total - Loop

**Result:** (Numerator / Denominator)**Denominator:**

Count of central office and loop troubles (disposition codes 03, 04 and 05.)

**Numerator:**

Sum of Trouble clear date and time less trouble receipt date and time for central office and loop troubles (disposition code 03, 04 and 05 (Specials and trunks- excludes stop time))

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** CLEC**Denominator****Numerator****SELECT  
COUNT(\*)**

```
WHERE FDIS >= 0300
AND FDIS <= 0599
AND TN = "TXNU*"
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL LIKE ("W*") AND TABLE VALIDATION
ALGORITHM
```

**SELECT****SUM((CLDT, CLEART)- (RDT,RECT))**

```
WHERE FDIS >= 0300
AND FDIS <= 0599
AND TN = "TXNU*"
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL LIKE ("W*") AND TABLE VALIDATION
ALGORITHM
```

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** VERIZON**Denominator****Numerator****SELECT  
COUNT(\*)**

```
WHERE FDIS >= 0300
AND FDIS <= 0599
AND AFLAG2 NOT IN ('D', 'I')
AND CS <> 11
AND TN NOT LIKE "IBZD*"
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
```

**SELECT****SUM((CLDT, CLEART)- (RDT,RECT))**

```
WHERE FDIS >= 0300
AND FDIS <= 0599
AND AFLAG2 NOT IN ('D', 'I')
AND CS <> 11
AND TN NOT LIKE "IBZD*"
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
```

**UNE (Maintenance)**

Report Labels: MR-4-01-3140 POTS - Maintenance

Parity with VZ Retail

Guidelines: MR-4 - Trouble Duration Intervals

Mean Time To Repair – Total - Platform

**Result:** (Numerator / Denominator)**Denominator:**

Count of central office and loop troubles (disposition codes 03, 04 and 05.)

**Numerator:**

Sum of Trouble clear date and time less trouble receipt date and time for central office and loop troubles (disposition code 03, 04 and 05 (Specials and trunks- excludes stop time))

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** CLEC**Denominator****Numerator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL LIKE ("W*") AND TABLE VALIDATION
ALGORITHM
AND SC IN ('RBM', 'RUC', 'RRM', 'RDXJX', 'RDXUX', 'RBX')
```

```
SELECT
SUM((CLDT, CLEART)- (RDT,RECT))
WHERE FDIS >= 0300
AND FDIS <= 0599
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL LIKE ("W*") AND TABLE VALIDATION
ALGORITHM
AND SC IN ('RBM', 'RUC', 'RRM', 'RDXJX', 'RDXUX', 'RBX')
```

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** VERIZON**Denominator****Numerator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND AFLAG2 NOT IN ('D', 'I')
AND CS <> 11
AND TN NOT LIKE "IBZD*"
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
```

```
SELECT
SUM((CLDT, CLEART)- (RDT,RECT))
WHERE FDIS >= 0300
AND FDIS <= 0599
AND AFLAG2 NOT IN ('D', 'I')
AND CS <> 11
AND TN NOT LIKE "IBZD*"
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
```



**UNE (Maintenance)**

Report Labels: MR-4-01-3200

Special Services - Maintenance

Parity with VZ Retail

Guidelines: MR-4 - Trouble Duration Intervals

Mean Time To Repair – Total

**Result:** (Numerator / Denominator)**Denominator:**

Count of central office and loop troubles (disposition codes 03, 04 and 05.)

**Numerator:**

Sum of Trouble clear date and time less trouble receipt date and time for central office and loop troubles (disposition code 03, 04 and 05 (Specials and trunks- excludes stop time))

**Filtered output file:** MR Specials - Detail

For the details on the above out put filtered file layout refer to File Appendix: 25 File Type: Text

**Formula For:** CLEC**Denominator****Numerator****SELECT  
COUNT(\*)**WHERE MCN 4 = 'AECN'  
AND RPT\_CAT = 'CR'  
AND TRBL\_CD IN ('FAC', 'CO', 'STN')**SELECT  
SUM(ACT\_DUR)**WHERE MCN 4 = 'AECN'  
AND RPT\_CAT = 'CR'  
AND TRBL\_CD IN ('FAC', 'CO', 'STN')**Filtered output file:** MR Specials - Detail

For the details on the above out put filtered file layout refer to File Appendix: 25 File Type: Text

**Formula For:** VERIZON**Denominator****Numerator****SELECT  
COUNT(\*)**WHERE MCN 4 = 'NYNX'  
AND RPT\_CAT = 'CR'  
AND TRBL\_CD IN ('FAC', 'CO', 'STN')**SELECT  
SUM(ACT\_DUR)**WHERE MCN 4 = 'NYNX'  
AND RPT\_CAT = 'CR'  
AND TRBL\_CD IN ('FAC', 'CO', 'STN')

**UNE (Maintenance)**

Report Labels: MR-4-01-3341

Complex Services - 2 Wire Digital

Parity with VZ Retail

Guidelines: MR-4 - Trouble Duration Intervals

Mean Time To Repair – Total

**Result:** (Numerator / Denominator)**Denominator:**

Count of central office and loop troubles (disposition codes 03, 04 and 05.)

**Numerator:**

Sum of Trouble clear date and time less trouble receipt date and time for central office and loop troubles (disposition code 03, 04 and 05 (Specials and trunks- excludes stop time))

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** CLEC**Denominator****Numerator****SELECT  
COUNT(\*)**

```
WHERE FDIS >= 0300
AND FDIS <= 0599
AND TN IN ('DY', 'TY', 'HXMU')
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL LIKE ("W*") AND TABLE VALIDATION
ALGORITHM
```

**SELECT****SUM((CLDT, CLEART)- (RDT,RECT))**

```
WHERE FDIS >= 0300
AND FDIS <= 0599
AND TN IN ('DY', 'TY', 'HXMU')
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL LIKE ("W*") AND TABLE VALIDATION
ALGORITHM
```

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** VERIZON**Denominator****Numerator****SELECT  
COUNT(\*)**

```
WHERE FDIS >= 0300
AND FDIS <= 0599
AND AFLAG2 = 'I'
AND CDT >= STARTDATE
OR CS = 11
AND CDT <= ENDDATE
OR TN LIKE 'IBZD*'
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
```

**SELECT****SUM((CLDT, CLEART)- (RDT,RECT))**

```
WHERE FDIS >= 0300
AND FDIS <= 0599
AND AFLAG2 = 'I'
AND CDT >= STARTDATE
OR CS = 11
AND CDT <= ENDDATE
OR TN LIKE 'IBZD*'
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
```

**UNE (Maintenance)**

Report Labels: MR-4-01-3342

Complex Services - 2 Wire xDSL

Parity with VZ Retail

Guidelines: MR-4 - Trouble Duration Intervals

Mean Time To Repair – Total

**Result:** (Numerator / Denominator)**Denominator:**

Count of central office and loop troubles (disposition codes 03, 04 and 05.)

**Numerator:**

Sum of Trouble clear date and time less trouble receipt date and time for central office and loop troubles (disposition code 03, 04 and 05 (Specials and trunks- excludes stop time))

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** CLEC**Denominator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND ( AFLAG2 = 'L',
OR TN LIKE 'AQDU', 'ARDU' )
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL LIKE ("W*") AND TABLE VALIDATION
ALGORITHM
```

**Numerator**

```
SELECT
SUM((CLDT, CLEAR)- (RDT,RECT))
WHERE FDIS >= 0300
AND FDIS <= 0599
AND ( AFLAG2 = 'L',
OR TN LIKE 'AQDU', 'ARDU' )
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL LIKE ("W*") AND TABLE VALIDATION
ALGORITHM
```

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** VERIZON**Denominator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND AFLAG2 = 'D'
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
```

**Numerator**

```
SELECT
SUM((CLDT, CLEAR)- (RDT,RECT))
WHERE FDIS >= 0300
AND FDIS <= 0599
AND AFLAG2 = 'D'
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
```

**TRUNKS (Aggregate)**

Report Labels: MR-4-01-5000 MAINTENANCE

Parity with IXC / FGD

Guidelines: MR-4 - Trouble Duration Intervals

Mean Time To Repair – Total

**Result:** (Numerator / Denominator)**Denominator:**

Count of central office and loop troubles (disposition codes 03, 04 and 05.)

**Numerator:**

Sum of Trouble clear date and time less trouble receipt date and time for central office and loop troubles (disposition code 03, 04 and 05 (Specials and trunks- excludes stop time))

**Filtered output file:** MR Trunks(Aggregate)

For the details on the above out put filtered file layout refer to File Appendix: 24 File Type: Text

**Formula For:** CLEC**Denominator****Numerator****SELECT  
COUNT(\*)**

```
WHERE TRBL_CD IN (FAC,CO)
AND CLOSED_DT >= STARTDATE
AND CLOSED_DT <= ENDDATE
AND STATE = 'NJ'
AND CLEC_IND = YES
```

**SELECT  
SUM(ADURMM)**

```
WHERE TRBL_CD IN (FAC,CO)
AND CLOSED_DT >= STARTDATE
AND CLOSED_DT <= ENDDATE
AND STATE = 'NJ'
AND CLEC_IND = YES
```

**RESALE (Maintenance)**

Report Labels: MR-4-02-2100 POTS - Maintenance

Parity with VZ Retail

Guidelines: MR-4 - Trouble Duration Intervals

Mean Time to Repair - Loop Trouble

**Result:** (Numerator / Denominator)**Denominator:**

Count of loop troubles (disposition codes 03 and 04)

**Numerator:**

Sum of Trouble clear date and time less trouble receipt date and time for loop troubles (disposition code 03 and 04)

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** CLEC**Denominator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0499
AND AFLAG2 NOT IN ('D', 'I')
AND CS <> 11
AND TN NOT LIKE "IBZD*"
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL LIKE ("S*") AND TABLE VALIDATION
ALGORITHM
```

**Numerator**

```
SELECT
SUM((CLDT, CLEAR)- (RDT,RECT))
WHERE FDIS >= 0300
AND FDIS <= 0499
AND AFLAG2 NOT IN ('D', 'I')
AND CS <> 11
AND TN NOT LIKE "IBZD*"
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL LIKE ("S*") AND TABLE VALIDATION
ALGORITHM
```

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** VERIZON**Denominator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0499
AND AFLAG2 NOT IN ('D', 'I')
AND CS <> 11
AND TN NOT LIKE "IBZD*"
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
```

**Numerator**

```
SELECT
SUM((CLDT, CLEAR)- (RDT,RECT))
WHERE FDIS >= 0300
AND FDIS <= 0499
AND AFLAG2 NOT IN ('D', 'I')
AND CS <> 11
AND TN NOT LIKE "IBZD*"
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
```

**RESALE (Maintenance)**

Report Labels: MR-4-02-2200 Special Services - Maintenance

Parity with VZ Retail

Guidelines: MR-4 - Trouble Duration Intervals

Mean Time to Repair - Loop Trouble - Specials

**Result:** (Numerator / Denominator)**Denominator:**

Count of loop troubles (disposition codes 03 and 04)

**Numerator:**

Sum of Trouble clear date and time less trouble receipt date and time for loop troubles (disposition code 03 and 04)

**Filtered output file:** MR Specials - Detail

For the details on the above out put filtered file layout refer to File Appendix: 25 File Type: Text

**Formula For:** CLEC**Denominator****Numerator****SELECT  
COUNT(\*)**WHERE RPT\_CAT = 'CR'  
AND TRBL\_CD IN ('FAC', 'STN')  
AND MCN 4 = 'RSID'**SELECT****SUM(ACT\_DUR)**WHERE RPT\_CAT = 'CR'  
AND TRBL\_CD IN ('FAC', 'STN')  
AND MCN 4 = 'RSID'**Filtered output file:** MR Specials - Detail

For the details on the above out put filtered file layout refer to File Appendix: 25 File Type: Text

**Formula For:** VERIZON**Denominator****Numerator****SELECT  
COUNT(\*)**WHERE RPT\_CAT = 'CR'  
AND TRBL\_CD IN ('FAC', 'STN')  
AND MCN 4 = 'NYNX'**SELECT****SUM(ACT\_DUR)**WHERE RPT\_CAT = 'CR'  
AND TRBL\_CD IN ('FAC', 'STN')  
AND MCN 4 = 'NYNX'

**RESALE (Maintenance)**

Report Labels: MR-4-02-2341

Complex Services - 2 Wire Digital

Parity with VZ Retail

Guidelines: MR-4 - Trouble Duration Intervals

Mean Time to Repair - Loop Trouble

**Result:** (Numerator / Denominator)**Denominator:**

Count of loop troubles (disposition codes 03 and 04)

**Numerator:**

Sum of Trouble clear date and time less trouble receipt date and time for loop troubles (disposition code 03 and 04)

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** CLEC**Denominator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0499
AND ( AFLAG2 = 'I'
OR CS = 11
OR TN LIKE "IBZD*" )
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL LIKE ("S*") AND TABLE VALIDATION
ALGORITHM
```

**Numerator**

```
SELECT
SUM((CLDT, CLEAR)- (RDT,RECT))
WHERE FDIS >= 0300
AND FDIS <= 0499
AND ( AFLAG2 = 'I'
OR CS = 11
OR TN LIKE "IBZD*" )
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL LIKE ("S*") AND TABLE VALIDATION
ALGORITHM
```

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** VERIZON**Denominator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0499
AND ( AFLAG2 = 'I'
OR CS = 11
OR TN LIKE "IBZD*" )
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
```

**Numerator**

```
SELECT
SUM((CLDT, CLEAR)- (RDT,RECT))
WHERE FDIS >= 0300
AND FDIS <= 0499
AND ( AFLAG2 = 'I'
OR CS = 11
OR TN LIKE "IBZD*" )
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
```

**RESALE (Maintenance)**

Report Labels: MR-4-02-2342

Complex Services - 2 Wire xDSL

Parity with VZ Retail

Guidelines: MR-4 - Trouble Duration Intervals

Mean Time to Repair - Loop Trouble

**Result:** (Numerator / Denominator)**Denominator:**

Count of loop troubles (disposition codes 03 and 04)

**Numerator:**

Sum of Trouble clear date and time less trouble receipt date and time for loop troubles (disposition code 03 and 04)

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** CLEC**Denominator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0499
AND AFLAG2 = 'D'
AND RESELL LIKE ("S*") AND TABLE VALIDATION
ALGORITHM
AND CDT >= STARTDATE
AND CDT <= ENDDATE
```

**Numerator**

```
SELECT
SUM((CLDT, CLEART)- (RDT,RECT))
WHERE FDIS >= 0300
AND FDIS <= 0499
AND AFLAG2 = 'D'
AND RESELL LIKE ("S*") AND TABLE VALIDATION
ALGORITHM
AND CDT >= STARTDATE
AND CDT <= ENDDATE
```

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** VERIZON**Denominator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0499
AND AFLAG2 = 'D'
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
AND CDT >= STARTDATE
AND CDT <= ENDDATE
```

**Numerator**

```
SELECT
SUM((CLDT, CLEART)- (RDT,RECT))
WHERE FDIS >= 0300
AND FDIS <= 0499
AND AFLAG2 = 'D'
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
AND CDT >= STARTDATE
AND CDT <= ENDDATE
```



**UNE (Maintenance)**

Report Labels: MR-4-02-3112 POTS - Maintenance

Parity with VZ Retail

Guidelines: MR-4 - Trouble Duration Intervals

Mean Time to Repair - Loop Trouble - Loop

**Result:** (Numerator / Denominator)**Denominator:**

Count of loop troubles (disposition codes 03 and 04)

**Numerator:**

Sum of Trouble clear date and time less trouble receipt date and time for loop troubles (disposition code 03 and 04)

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** CLEC**Denominator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0499
AND TN = "TXNU*"
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL LIKE ("W*") AND TABLE VALIDATION
ALGORITHM
```

**Numerator**

```
SELECT
SUM((CLDT, CLEART)- (RDT,RECT))
WHERE FDIS >= 0300
AND FDIS <= 0499
AND TN = "TXNU*"
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL LIKE ("W*") AND TABLE VALIDATION
ALGORITHM
```

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** VERIZON**Denominator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0499
AND AFLAG2 NOT IN ('D', 'I')
AND CS <> 11
AND TN NOT LIKE "IBZD*"
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
```

**Numerator**

```
SELECT
SUM((CLDT, CLEART)- (RDT,RECT))
WHERE FDIS >= 0300
AND FDIS <= 0499
AND AFLAG2 NOT IN ('D', 'I')
AND CS <> 11
AND TN NOT LIKE "IBZD*"
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
```

**UNE (Maintenance)**

Report Labels: MR-4-02-3140 POTS - Maintenance

Parity with VZ Retail

Guidelines: MR-4 - Trouble Duration Intervals

Mean Time to Repair - Loop Trouble - Platform

**Result:** (Numerator / Denominator)**Denominator:**

Count of loop troubles (disposition codes 03 and 04)

**Numerator:**

Sum of Trouble clear date and time less trouble receipt date and time for loop troubles (disposition code 03 and 04)

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** CLEC**Denominator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0499
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL LIKE ("W*") AND TABLE VALIDATION
ALGORITHM
AND SC IN ('RBM', 'RUC', 'RRM', 'RDXJX', 'RDXUX', 'RBX')
```

**Numerator**

```
SELECT
SUM((CLDT, CLEART)- (RDT,RECT))
WHERE FDIS >= 0300
AND FDIS <= 0499
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL LIKE ("W*") AND TABLE VALIDATION
ALGORITHM
AND SC IN ('RBM', 'RUC', 'RRM', 'RDXJX', 'RDXUX', 'RBX')
```

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** VERIZON**Denominator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0499
AND AFLAG2 NOT IN ('D', 'I')
AND CS <> 11
AND TN NOT LIKE "IBZD*"
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
```

**Numerator**

```
SELECT
SUM((CLDT, CLEART)- (RDT,RECT))
WHERE FDIS >= 0300
AND FDIS <= 0499
AND AFLAG2 NOT IN ('D', 'I')
AND CS <> 11
AND TN NOT LIKE "IBZD*"
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
```

**UNE (Maintenance)**

Report Labels: MR-4-02-3200 Special Services - Maintenance

Parity with VZ Retail

Guidelines: MR-4 - Trouble Duration Intervals

Mean Time to Repair - Loop Trouble

**Result:** (Numerator / Denominator)**Denominator:**

Count of loop troubles (disposition codes 03 and 04)

**Numerator:**

Sum of Trouble clear date and time less trouble receipt date and time for loop troubles (disposition code 03 and 04)

**Filtered output file:** MR Specials - Detail

For the details on the above out put filtered file layout refer to File Appendix: 25 File Type: Text

**Formula For:** CLEC**Denominator****Numerator****SELECT  
COUNT(\*)**WHERE MCN 4 = 'AECN'  
AND RPT\_CAT = 'CR'  
AND TRBL\_CD IN ('FAC', 'STN')**SELECT****SUM(ACT\_DUR)**WHERE MCN 4 = 'AECN'  
AND RPT\_CAT = 'CR'  
AND TRBL\_CD IN ('FAC', 'STN')**Filtered output file:** MR Specials - Detail

For the details on the above out put filtered file layout refer to File Appendix: 25 File Type: Text

**Formula For:** VERIZON**Denominator****Numerator****SELECT  
COUNT(\*)**WHERE MCN 4 = 'NYNX'  
AND RPT\_CAT = 'CR'  
AND TRBL\_CD IN ('FAC', 'STN')**SELECT****SUM(ACT\_DUR)**WHERE MCN 4 = 'NYNX'  
AND RPT\_CAT = 'CR'  
AND TRBL\_CD IN ('FAC', 'STN')

**UNE (Maintenance)**

Report Labels: MR-4-02-3341

Complex Services - 2 Wire Digital

Parity with VZ Retail

Guidelines: MR-4 - Trouble Duration Intervals

Mean Time to Repair - Loop Trouble

**Result:** (Numerator / Denominator)**Denominator:**

Count of loop troubles (disposition codes 03 and 04)

**Numerator:**

Sum of Trouble clear date and time less trouble receipt date and time for loop troubles (disposition code 03 and 04)

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** CLEC**Denominator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0499
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL LIKE ("W*") AND TABLE VALIDATION
ALGORITHM
AND TN IN ('DY', 'TY', 'HMXU')
```

**Numerator**

```
SELECT
SUM((CLDT, CLEART)- (RDT,RECT))
WHERE FDIS >= 0300
AND FDIS <= 0499
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL LIKE ("W*") AND TABLE VALIDATION
ALGORITHM
AND TN IN ('DY', 'TY', 'HMXU')
```

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** VERIZON**Denominator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0499
AND ( AFLAG2 = 'I'
OR CS = 11
OR TN LIKE 'IBZD*' )
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
AND CDT >= STARTDATE
AND CDT <= ENDDATE
```

**Numerator**

```
SELECT
SUM((CLDT, CLEART)- (RDT,RECT))
WHERE FDIS >= 0300
AND FDIS <= 0499
AND ( AFLAG2 = 'I'
OR CS = 11
OR TN LIKE 'IBZD*' )
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
AND CDT >= STARTDATE
AND CDT <= ENDDATE
```

**UNE (Maintenance)**

Report Labels: MR-4-02-3342

Complex Services - 2 Wire xDSL

Parity with VZ Retail

Guidelines: MR-4 - Trouble Duration Intervals

Mean Time to Repair - Loop Trouble

**Result:** (Numerator / Denominator)**Denominator:**

Count of loop troubles (disposition codes 03 and 04)

**Numerator:**

Sum of Trouble clear date and time less trouble receipt date and time for loop troubles (disposition code 03 and 04)

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** CLEC**Denominator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0499
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL LIKE ("W*") AND TABLE VALIDATION
ALGORITHM
AND ( TN LIKE 'ARDU', 'AQDU'
OR AFLAG2 = 'L' )
```

**Numerator**

```
SELECT
SUM((CLDT, CLEART)- (RDT,RECT))
WHERE FDIS >= 0300
AND FDIS <= 0499
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL LIKE ("W*") AND TABLE VALIDATION
ALGORITHM
AND ( TN LIKE 'ARDU', 'AQDU'
OR AFLAG2 = 'L' )
```

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** VERIZON**Denominator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0499
AND AFLAG2 = 'D'
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
```

**Numerator**

```
SELECT
SUM((CLDT, CLEART)- (RDT,RECT))
WHERE FDIS >= 0300
AND FDIS <= 0499
AND AFLAG2 = 'D'
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
```

**RESALE (Maintenance)**

Report Labels: MR-4-03-2100 POTS - Maintenance

Parity with VZ Retail

Guidelines: MR-4 - Trouble Duration Intervals

Mean Time To Repair – Central Office Trouble

**Result:** (Numerator / Denominator)**Denominator:**

Count of Total central office troubles (disposition code 05)

**Numerator:**

Sum of Trouble clear date and time less trouble receipt date and time for central office troubles (disposition code 05)

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** CLEC**Denominator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0500
AND FDIS <= 0599
AND AFLAG2 NOT IN ('D', 'I')
AND CS <> 11
AND TN NOT LIKE "IBZD*"
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL LIKE ("S*") AND TABLE VALIDATION
ALGORITHM
```

**Numerator**

```
SELECT
SUM((CLDT, CLEAR)- (RDT,RECT))
WHERE FDIS >= 0500
AND FDIS <= 0599
AND AFLAG2 NOT IN ('D', 'I')
AND CS <> 11
AND TN NOT LIKE "IBZD*"
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL LIKE ("S*") AND TABLE VALIDATION
ALGORITHM
```

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** VERIZON**Denominator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0500
AND FDIS <= 0599
AND AFLAG2 NOT IN ('D', 'I')
AND CS <> 11
AND TN NOT LIKE "IBZD*"
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
```

**Numerator**

```
SELECT
SUM((CLDT, CLEAR)- (RDT,RECT))
WHERE FDIS >= 0500
AND FDIS <= 0599
AND AFLAG2 NOT IN ('D', 'I')
AND CS <> 11
AND TN NOT LIKE "IBZD*"
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
```

**RESALE (Maintenance)**

Report Labels: MR-4-03-2341

Complex Services - 2 Wire Digital

Parity with VZ Retail

Guidelines: MR-4 - Trouble Duration Intervals

Mean Time To Repair – Central Office Trouble

**Result:** (Numerator / Denominator)**Denominator:**

Count of Total central office troubles (disposition code 05)

**Numerator:**

Sum of Trouble clear date and time less trouble receipt date and time for central office troubles (disposition code 05)

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** CLEC**Denominator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0500
AND FDIS <= 0599
AND ( AFLAG2 = 'I'
OR CS = 11
OR TN LIKE "IBZD*" )
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL LIKE ("S*") AND TABLE VALIDATION
ALGORITHM
```

**Numerator**

```
SELECT
SUM((CLDT, CLEAR)- (RDT,RECT))
WHERE FDIS >= 0500
AND FDIS <= 0599
AND ( AFLAG2 = 'I'
OR CS = 11
OR TN LIKE "IBZD*" )
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL LIKE ("S*") AND TABLE VALIDATION
ALGORITHM
```

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** VERIZON**Denominator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0500
AND FDIS <= 0599
AND ( AFLAG2 = 'I'
OR CS = 11
OR TN LIKE "IBZD*" )
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
```

**Numerator**

```
SELECT
SUM((CLDT, CLEAR)- (RDT,RECT))
WHERE FDIS >= 0500
AND FDIS <= 0599
AND ( AFLAG2 = 'I'
OR CS = 11
OR TN LIKE "IBZD*" )
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
```

**RESALE (Maintenance)**

Report Labels: MR-4-03-2342

Complex Services - 2 Wire xDSL

Parity with VZ Retail

Guidelines: MR-4 - Trouble Duration Intervals

Mean Time To Repair – Central Office Trouble

**Result:** (Numerator / Denominator)**Denominator:**

Count of Total central office troubles (disposition code 05)

**Numerator:**

Sum of Trouble clear date and time less trouble receipt date and time for central office troubles (disposition code 05)

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** CLEC**Denominator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0500
AND FDIS <= 0599
AND AFLAG2 = 'D'
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL LIKE ("S*") AND TABLE VALIDATION
ALGORITHM
```

**Numerator**

```
SELECT
SUM((CLDT, CLEART)- (RDT,RECT))
WHERE FDIS >= 0500
AND FDIS <= 0599
AND AFLAG2 = 'D'
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL LIKE ("S*") AND TABLE VALIDATION
ALGORITHM
```

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** VERIZON**Denominator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0500
AND FDIS <= 0599
AND AFLAG2 = 'D'
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
```

**Numerator**

```
SELECT
SUM((CLDT, CLEART)- (RDT,RECT))
WHERE FDIS >= 0500
AND FDIS <= 0599
AND AFLAG2 = 'D'
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
```



**UNE (Maintenance)**

Report Labels: MR-4-03-3112 POTS - Maintenance

Parity with VZ Retail

Guidelines: MR-4 - Trouble Duration Intervals

Mean Time To Repair – Central Office Trouble - Loop

**Result:** (Numerator / Denominator)**Denominator:**

Count of Total central office troubles (disposition code 05)

**Numerator:**

Sum of Trouble clear date and time less trouble receipt date and time for central office troubles (disposition code 05)

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** CLEC**Denominator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0500
AND FDIS <= 0599
AND TN = "TXNU*"
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL LIKE ("W*") AND TABLE VALIDATION
ALGORITHM
```

**Numerator**

```
SELECT
SUM((CLDT, CLEART)- (RDT,RECT))
WHERE FDIS >= 0500
AND FDIS <= 0599
AND TN = "TXNU*"
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL LIKE ("W*") AND TABLE VALIDATION
ALGORITHM
```

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** VERIZON**Denominator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0500
AND FDIS <= 0599
AND AFLAG2 NOT IN ('D', 'I')
AND CS <> 11
AND TN NOT LIKE "IBZD*"
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
```

**Numerator**

```
SELECT
SUM((CLDT, CLEART)- (RDT,RECT))
WHERE FDIS >= 0500
AND FDIS <= 0599
AND AFLAG2 NOT IN ('D', 'I')
AND CS <> 11
AND TN NOT LIKE "IBZD*"
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
```

**UNE (Maintenance)**

Report Labels: MR-4-03-3140 POTS - Maintenance

Parity with VZ Retail

Guidelines: MR-4 - Trouble Duration Intervals

Mean Time To Repair – Central Office Trouble - Platform

**Result:** (Numerator / Denominator)**Denominator:**

Count of Total central office troubles (disposition code 05)

**Numerator:**

Sum of Trouble clear date and time less trouble receipt date and time for central office troubles (disposition code 05)

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** CLEC**Denominator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0500
AND FDIS <= 0599
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL LIKE "W*" AND TABLE VALIDATION ALGORITHM
AND SC IN ('RBM', 'RUC', 'RRM', 'RDXJX', 'RDXUX', 'RBX')
```

**Numerator**

```
SELECT
SUM((CLDT, CLEART)- (RDT,RECT))
WHERE FDIS >= 0500
AND FDIS <= 0599
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL LIKE "W*" AND TABLE VALIDATION
ALGORITHM
AND SC IN ('RBM', 'RUC', 'RRM', 'RDXJX', 'RDXUX', 'RBX')
```

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** VERIZON**Denominator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0500
AND FDIS <= 0599
AND AFLAG2 NOT IN ('D', 'I')
AND CS <> 11
AND TN NOT LIKE "IBZD*"
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
```

**Numerator**

```
SELECT
SUM((CLDT, CLEART)- (RDT,RECT))
WHERE FDIS >= 0500
AND FDIS <= 0599
AND AFLAG2 NOT IN ('D', 'I')
AND CS <> 11
AND TN NOT LIKE "IBZD*"
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
```

**UNE (Maintenance)**

Report Labels: MR-4-03-3341

Complex Services - 2 Wire Digital

Parity with VZ Retail

Guidelines: MR-4 - Trouble Duration Intervals

Mean Time To Repair – Central Office Trouble

**Result:** (Numerator / Denominator)**Denominator:**

Count of Total central office troubles (disposition code 05)

**Numerator:**

Sum of Trouble clear date and time less trouble receipt date and time for central office troubles (disposition code 05)

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** CLEC**Denominator****Numerator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0500
AND FDIS <= 0599
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL = "W*" AND TABLE VALIDATION ALGORITHM
AND TN IN ('DY', 'TY', 'HMXU')
```

```
SELECT
SUM((CLDT, CLEAR)- (RDT,RECT))
WHERE FDIS >= 0500
AND FDIS <= 0599
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL = "W*" AND TABLE VALIDATION ALGORITHM
AND TN IN ('DY', 'TY', 'HMXU')
```

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** VERIZON**Denominator****Numerator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0500
AND FDIS <= 0599
AND ( AFLAG2 = 'I'
OR CS = 11
OR TN = 'IBZD*' )
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
AND CDT >= STARTDATE
AND CDT <= ENDDATE
```

```
SELECT
SUM((CLDT, CLEAR)- (RDT,RECT)))
WHERE FDIS >= 0500
AND FDIS <= 0599
AND ( AFLAG2 = 'I'
OR CS = 11
OR TN = 'IBZD*' )
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
AND CDT >= STARTDATE
AND CDT <= ENDDATE
```

**UNE (Maintenance)**

Report Labels: MR-4-03-3342

Complex Services - 2 Wire xDSL

Parity with VZ Retail

Guidelines: MR-4 - Trouble Duration Intervals

Mean Time To Repair – Central Office Trouble

**Result:** (Numerator / Denominator)**Denominator:**

Count of Total central office troubles (disposition code 05)

**Numerator:**

Sum of Trouble clear date and time less trouble receipt date and time for central office troubles (disposition code 05)

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** CLEC**Denominator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0500
AND FDIS <= 0599
AND ( AFLAG2 = 'L'
OR TN IN 'AQDU', 'ARDU' )
AND RESELL LIKE "W*" AND TABLE VALIDATION ALGORITHM
AND CDT >= STARTDATE
AND CDT <= ENDDATE
```

**Numerator**

```
SELECT
SUM((CLDT, CLEART)- (RDT,RECT))
WHERE FDIS >= 0500
AND FDIS <= 0599
AND ( AFLAG2 = 'L'
OR TN IN 'AQDU', 'ARDU' )
AND RESELL LIKE "W*" AND TABLE VALIDATION ALGORITHM
AND CDT >= STARTDATE
AND CDT <= ENDDATE
```

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** VERIZON**Denominator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0500
AND FDIS <= 0599
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL LIKE NULL AND TABLE VALIDATION ALGORITHM
AND ( AFLAG2 = 'D' )
```

**Numerator**

```
SELECT
SUM((CLDT, CLEART)- (RDT,RECT))
WHERE FDIS >= 0500
AND FDIS <= 0599
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL LIKE NULL AND TABLE VALIDATION ALGORITHM
AND ( AFLAG2 = 'D' )
```

**RESALE (Maintenance)**

Report Labels: MR-4-04-2100 POTS - Maintenance

Parity with VZ Retail

Guidelines: MR-4 - Trouble Duration Intervals

% Cleared (all troubles) within 24 Hours

**Result:** (Numerator / Denominator) \* 100**Denominator:**

Count of central office and loop troubles (disposition codes 03, 04 and 05)

**Numerator:**

Count of troubles, where the trouble clear date and time less trouble receipt date and time is less than or equal to 24 hours

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** CLEC**Denominator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND AFLAG2 NOT IN ('D', 'I')
AND CS <> 11
AND TN <> "IBZD*"
AND RESELL LIKE ("S*") AND TABLE VALIDATION
ALGORITHM
AND CDT >= STARTDATE
AND CDT <= ENDDATE
```

**Numerator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND CLDT, CLEAR <= DATETIME(RDT, RECT) + 24 HOURS
AND AFLAG2 NOT IN ('D', 'I')
AND CS <> 11
AND TN <> "IBZD*"
AND RESELL LIKE ("S*") AND TABLE VALIDATION
ALGORITHM
AND CDT >= STARTDATE
AND CDT <= ENDDATE
```

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** VERIZON**Denominator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND AFLAG2 NOT IN ('D', 'I')
AND CS <> 11
AND TN NOT LIKE "IBZD*"
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
AND CDT >= STARTDATE
AND CDT <= ENDDATE
```

**Numerator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND CLDT, CLEAR <= DATETIME(RDT, RECT) + 24 HOURS
AND AFLAG2 NOT IN ('D', 'I')
AND CS <> 11
AND TN NOT LIKE "IBZD*"
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
AND CDT >= STARTDATE
AND CDT <= ENDDATE
```

**RESALE (Maintenance)**

Report Labels: MR-4-04-2200

Special Services - Maintenance

Parity with VZ Retail

Guidelines: MR-4 - Trouble Duration Intervals

% Cleared (all troubles) within 24 Hours

**Result:** (Numerator / Denominator) \* 100**Denominator:**

Count of central office and loop troubles (disposition codes 03, 04 and 05)

**Numerator:**

Count of troubles, where the trouble clear date and time less trouble receipt date and time is less than or equal to 24 hours

**Filtered output file:** MR Specials - Detail

For the details on the above out put filtered file layout refer to File Appendix: 25 File Type: Text

**Formula For:** CLEC**Denominator****Numerator****SELECT  
COUNT(\*)**WHERE MCN 4 = 'RSID'  
AND RPT\_CAT = 'CR'  
AND TRBL\_CD IN ('FAC', 'CO', 'STN')**SELECT  
COUNT(\*)**WHERE MCN 4 = 'RSID'  
AND RPT\_CAT = 'CR'  
AND TRBL\_CD IN ('FAC', 'CO', 'STN')  
AND ACT\_DUR <= 1440**Filtered output file:** MR Specials - Detail

For the details on the above out put filtered file layout refer to File Appendix: 25 File Type: Text

**Formula For:** VERIZON**Denominator****Numerator****SELECT  
COUNT(\*)**WHERE MCN 4 = 'NYNX'  
AND RPT\_CAT = 'CR'  
AND TRBL\_CD IN ('FAC', 'CO', 'STN')**SELECT  
COUNT(\*)**WHERE MCN 4 = 'NYNX'  
AND RPT\_CAT = 'CR'  
AND TRBL\_CD IN ('FAC', 'CO', 'STN')  
AND ACT\_DUR <= 1440

**RESALE (Maintenance)**

Report Labels: MR-4-04-2341

Complex Services - 2 Wire Digital

Parity with VZ Retail

Guidelines: MR-4 - Trouble Duration Intervals

% Cleared (all troubles) within 24 Hours

**Result:** (Numerator / Denominator) \* 100**Denominator:**

Count of central office and loop troubles (disposition codes 03, 04 and 05)

**Numerator:**

Count of troubles, where the trouble clear date and time less trouble receipt date and time is less than or equal to 24 hours

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** CLEC**Denominator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND ( AFLAG2 = 'I'
OR CS = 11
OR TN LIKE "IBZD*" )
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL LIKE ("S*") AND TABLE VALIDATION
ALGORITHM
```

**Numerator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND ( AFLAG2 = 'I'
OR CLDT, CLEAR2 <= DATETIME(RDT, RECT) + 24 HOURS
AND CS = 11
OR TN LIKE "IBZD*" )
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL LIKE ("S*") AND TABLE VALIDATION
ALGORITHM
```

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** VERIZON**Denominator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND AFLAG2 = 'I'
OR CS = 11
OR TN = "IBZD*" )
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
AND CDT >= STARTDATE
AND CDT <= ENDDATE
```

**Numerator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND CLDT, CLEAR2 <= DATETIME(RDT, RECT) + 24 HOURS
AND ( AFLAG2 = 'I'
OR CS = 11
OR TN = "IBZD*" )
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
AND CDT >= STARTDATE
AND CDT <= ENDDATE
```

**RESALE (Maintenance)**

Report Labels: MR-4-04-2342

Complex Services - 2 Wire xDSL

Parity with VZ Retail

Guidelines: MR-4 - Trouble Duration Intervals

% Cleared (all troubles) within 24 Hours

**Result:** (Numerator / Denominator) \* 100**Denominator:**

Count of central office and loop troubles (disposition codes 03, 04 and 05)

**Numerator:**

Count of troubles, where the trouble clear date and time less trouble receipt date and time is less than or equal to 24 hours

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** CLEC**Denominator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND AFLAG2 = 'D'
AND RESELL LIKE ("S*") AND TABLE VALIDATION
ALGORITHM
AND CDT >= STARTDATE
AND CDT <= ENDDATE
```

**Numerator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND CLDT, CLEAR <= DATETIME(RDT, RECT) + 24 HOURS
AND AFLAG2 = 'D'
AND RESELL LIKE ("S*") AND TABLE VALIDATION
ALGORITHM
AND CDT >= STARTDATE
AND CDT <= ENDDATE
```

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** VERIZON**Denominator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND AFLAG2 = 'D'
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
```

**Numerator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND CLDT, CLEAR <= DATETIME(RDT, RECT) + 24 HOURS
AND AFLAG2 = 'D'
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
```



**UNE (Maintenance)**

Report Labels: MR-4-04-3112 POTS - Maintenance

Parity with VZ Retail

Guidelines: MR-4 - Trouble Duration Intervals

% Cleared (all troubles) within 24 Hours - Loop

**Result:** (Numerator / Denominator) \* 100**Denominator:**

Count of central office and loop troubles (disposition codes 03, 04 and 05)

**Numerator:**

Count of troubles, where the trouble clear date and time less trouble receipt date and time is less than or equal to 24 hours

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** CLEC**Denominator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND TN = "TXNU*"
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL LIKE ("W*") AND TABLE VALIDATION
ALGORITHM
```

**Numerator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND TN = "TXNU*"
AND CLDT, CLEAR <= DATETIME(RDT, RECT) + 24 HOURS
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL LIKE ("W*") AND TABLE VALIDATION
ALGORITHM
```

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** VERIZON**Denominator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0499
AND AFLAG2 NOT IN ('D', 'I')
AND CS <> 11
AND TN NOT LIKE "IBZD*"
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
AND CDT >= STARTDATE
AND CDT <= ENDDATE
```

**Numerator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0499
AND CLDT, CLEAR <= DATETIME(RDT, RECT) + 24 HOURS
AND AFLAG2 NOT IN ('D', 'I')
AND CS <> 11
AND TN NOT LIKE "IBZD*"
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
AND CDT >= STARTDATE
AND CDT <= ENDDATE
```

**UNE (Maintenance)**

Report Labels: MR-4-04-3140 POTS - Maintenance

Parity with VZ Retail

Guidelines: MR-4 - Trouble Duration Intervals

% Cleared (all troubles) within 24 Hours - Platform

**Result:** (Numerator / Denominator) \* 100**Denominator:**

Count of central office and loop troubles (disposition codes 03, 04 and 05)

**Numerator:**

Count of troubles, where the trouble clear date and time less trouble receipt date and time is less than or equal to 24 hours

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** CLEC**Denominator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL LIKE "W*" AND TABLE VALIDATION ALGORITHM
AND SC IN ('RBM', 'RUC', 'RRM', 'RDXJX', 'RDXUX', 'RBX')
```

**Numerator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND CDT >= STARTDATE
AND CLDT, CLEAR <= DATETIME(RDT, RECT) + 24 HOURS
AND CDT <= ENDDATE
AND RESELL LIKE "W*" AND TABLE VALIDATION
ALGORITHM
AND SC IN ('RBM', 'RUC', 'RRM', 'RDXJX', 'RDXUX', 'RBX')
```

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** VERIZON**Denominator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND AFLAG2 NOT IN ('D', 'I')
AND CS <> 11
AND TN NOT LIKE "IBZD*"
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
AND CDT >= STARTDATE
AND CDT <= ENDDATE
```

**Numerator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND CLDT, CLEAR <= DATETIME(RDT, RECT) + 24 HOURS
AND AFLAG2 NOT IN ('D', 'I')
AND CS <> 11
AND TN NOT LIKE "IBZD*"
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
AND CDT >= STARTDATE
AND CDT <= ENDDATE
```

**UNE (Maintenance)**

Report Labels: MR-4-04-3200 Special Services - Maintenance

Parity with VZ Retail

Guidelines: MR-4 - Trouble Duration Intervals

% Cleared (all troubles) within 24 Hours

**Result:** (Numerator / Denominator) \* 100**Denominator:**

Count of central office and loop troubles (disposition codes 03, 04 and 05)

**Numerator:**

Count of troubles, where the trouble clear date and time less trouble receipt date and time is less than or equal to 24 hours

**Filtered output file:** MR Specials - Detail

For the details on the above out put filtered file layout refer to File Appendix: 25 File Type: Text

**Formula For:** CLEC**Denominator****Numerator****SELECT  
COUNT(\*)**WHERE MCN 4 = 'AECN'  
AND RPT\_CAT = 'CR'  
AND TRBL\_CD IN ('FAC', 'CO', 'STN')**SELECT  
COUNT(\*)**WHERE MCN 4 = 'AECN'  
AND RPT\_CAT = 'CR'  
AND TRBL\_CD IN ('FAC', 'CO', 'STN')  
AND ACT\_DUR <= 1440**Filtered output file:** MR Specials - Detail

For the details on the above out put filtered file layout refer to File Appendix: 25 File Type: Text

**Formula For:** VERIZON**Denominator****Numerator****SELECT  
COUNT(\*)**WHERE MCN 4 = 'NYNX'  
AND RPT\_CAT = 'CR'  
AND TRBL\_CD IN ('FAC', 'CO', 'STN')**SELECT  
COUNT(\*)**WHERE MCN 4 = 'NYNX'  
AND RPT\_CAT = 'CR'  
AND TRBL\_CD IN ('FAC', 'CO', 'STN')  
AND ACT\_DUR <= 1440

**UNE (Maintenance)**

Report Labels: MR-4-04-3341

Complex Services - 2 Wire Digital

Parity with VZ Retail

Guidelines: MR-4 - Trouble Duration Intervals

% Cleared (all troubles) within 24 Hours

**Result:** (Numerator / Denominator) \* 100**Denominator:**

Count of central office and loop troubles (disposition codes 03, 04 and 05)

**Numerator:**

Count of troubles, where the trouble clear date and time less trouble receipt date and time is less than or equal to 24 hours

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** CLEC**Denominator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL LIKE "W*" AND TABLE VALIDATION ALGORITHM
AND TN IN ('DY', 'TY', 'HMXU')
```

**Numerator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL LIKE "W*" AND TABLE VALIDATION
ALGORITHM
AND TN IN ('DY', 'TY', 'HMXU')
AND CLDT, CLEAR <= DATETIME(RDT, RECT) + 24 HOURS
```

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** VERIZON**Denominator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND AFLAG2 = 'I'
OR CS = 11
OR TN = 'IBZD*' )
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
AND CDT >= STARTDATE
AND CDT <= ENDDATE
```

**Numerator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND CLDT, CLEAR <= DATETIME(RDT, RECT) + 24 HOURS
AND ( AFLAG2 = 'I'
OR CS = 11
OR TN = 'IBZD*' )
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
AND CDT >= STARTDATE
AND CDT <= ENDDATE
```

**UNE (Maintenance)**

Report Labels: MR-4-04-3342

Complex Services - 2 Wire xDSL

Parity with VZ Retail

Guidelines: MR-4 - Trouble Duration Intervals

% Cleared (all troubles) within 24 Hours

**Result:** (Numerator / Denominator) \* 100**Denominator:**

Count of central office and loop troubles (disposition codes 03, 04 and 05)

**Numerator:**

Count of troubles, where the trouble clear date and time less trouble receipt date and time is less than or equal to 24 hours

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** CLEC**Denominator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL LIKE "W*" AND TABLE VALIDATION ALGORITHM
AND ( TN LIKE 'ARDU', 'AQDU'
OR AFLAG2 = 'L' )
```

**Numerator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND CLDT, CLEAR <= DATETIME(RDT, RECT) + 24 HOURS
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL LIKE "W*" AND TABLE VALIDATION
ALGORITHM
AND ( TN LIKE 'ARDU', 'AQDU'
OR AFLAG2 = 'L' )
```

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** VERIZON**Denominator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND AFLAG2 = 'D'
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
```

**Numerator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND CLDT, CLEAR <= DATETIME(RDT, RECT) + 24 HOURS
AND AFLAG2 = 'D'
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
```

**TRUNKS (Aggregate)**

Report Labels: MR-4-04-5000 MAINTENANCE

Parity with IXC / FGD

Guidelines: MR-4 - Trouble Duration Intervals

% Cleared (all troubles) within 24 Hours

**Result:** (Numerator / Denominator) \* 100**Denominator:**

Count of central office and loop troubles (disposition codes 03, 04 and 05)

**Numerator:**

Count of troubles, where the trouble clear date and time less trouble receipt date and time is less than or equal to 24 hours

**Filtered output file:** MR Trunks(Aggregate)

For the details on the above out put filtered file layout refer to File Appendix: 24 File Type: Text

**Formula For:** CLEC**Denominator**

```
SELECT
COUNT(*)
WHERE CLOSED_DT >= STARTDATE
AND CLOSED_DT <= ENDDATE
AND STATE = 'NJ'
AND CLEC_IND = YES
AND TRBL_CD IN (FAC,CO)
```

**Numerator**

```
SELECT
COUNT(*)
WHERE CLOSED_DT >= STARTDATE
AND CLOSED_DT <= ENDDATE
AND STATE = 'NJ'
AND CLEC_IND = YES
AND ADURMM <= 1440
AND TRBL_CD IN (FAC,CO)
```

TRUNKS (Aggregate)

Report Labels: 

MR-4-05-5000

MAINTENANCE

Parity with IXC / FGD

Guidelines: 

MR-4 - Trouble Duration Intervals

% Out of Service > 2 Hours

**Result:** (Numerator / Denominator) \* 100

<b>Denominator:</b> Count of out of service trunk troubles (Loop & CO).	<b>Numerator:</b> Count of Trunk troubles out of service, where the trouble clear date and time less trouble receipt date and time is greater than 2 hours
--	---

**Filtered output file:** MR Trunks(Aggregate)

For the details on the above out put filtered file layout refer to File Appendix: 24      File Type: Text

**Formula For:** CLEC

<b>Denominator</b>	<b>Numerator</b>
<div>SELECT COUNT(*) WHERE CLOSED_DT &gt;= STARTDATE AND CLOSED_DT &lt;= ENDDATE AND STATE = 'NJ' AND CLEC_IND = YES AND TRBL_CD IN (FAC,CO)</div>	<div>SELECT COUNT(*) WHERE CLOSED_DT &gt;= STARTDATE AND CLOSED_DT &lt;= ENDDATE AND STATE = 'NJ' AND CLEC_IND = YES AND TRBL_CD IN (FAC,CO)</div>

**RESALE (Maintenance)**

Report Labels: MR-4-06-2103

POTS/Complex Services Combined

Parity with VZ Retail

Guidelines: MR-4 - Trouble Duration Intervals

% Out of Service &gt; 4 hours

**Result:** (Numerator / Denominator) \* 100**Denominator:**

Count of out of service troubles (Loop &amp; CO).

**Numerator:**

Count of troubles out of service, where the trouble clear date and time less trouble receipt date and time is greater than 4 hours.

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** CLEC**Denominator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND O = X
AND ( AFLAG2 IN ('I' OR "D")
OR CS = 11
OR TN = "IBZD*" )
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL LIKE "S*" AND TABLE VALIDATION ALGORITHM
```

**Numerator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND O = X
AND ( CLDT, CLEAR > DATETIME(RDT, RECT) + 4 HOURS
AND AFLAG2 IN ('I' OR "D")
OR CS = 11
OR TN = "IBZD*" )
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL LIKE "S*" AND TABLE VALIDATION
ALGORITHM
```

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** VERIZON**Denominator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND O = X
AND ( AFLAG2 IN ('I' OR "D")
OR CS = 11
OR TN LIKE "IBZD" )
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL LIKE NULL AND TABLE VALIDATION
ALGORITHM
```

**Numerator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND O = X
AND ( CLDT, CLEAR > DATETIME(RDT, RECT) + 4 HOURS
AND AFLAG2 IN ('I' OR "D")
OR CS = 11
OR TN LIKE "IBZD" )
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL LIKE NULL AND TABLE VALIDATION
ALGORITHM
```



**RESALE (Maintenance)**

Report Labels: MR-4-06-2200

Special Services - Maintenance

Parity with VZ Retail

Guidelines: MR-4 - Trouble Duration Intervals

% Out of Service &gt; 4 hours - Specials

**Result:** (Numerator / Denominator) \* 100**Denominator:**

Count of out of service troubles (Loop &amp; CO).

**Numerator:**

Count of troubles out of service, where the trouble clear date and time less trouble receipt date and time is greater than 4 hours.

**Filtered output file:** MR Specials - Detail

For the details on the above out put filtered file layout refer to File Appendix: 25 File Type: Text

**Formula For:** CLEC**Denominator****Numerator****SELECT  
COUNT(\*)**

```
WHERE RPT_CAT = 'CR'
AND TRBL_CD IN ('FAC', 'CO', 'STN')
AND OSI = 'Y'
AND MCN 4 = 'RSID'
```

**SELECT  
COUNT(\*)**

```
WHERE RPT_CAT = 'CR'
AND TRBL_CD IN ('FAC', 'CO', 'STN')
AND OSI = 'Y'
AND ACT_DUR > 240
AND MCN 4 = 'RSID'
```

**Filtered output file:** MR Specials - Detail

For the details on the above out put filtered file layout refer to File Appendix: 25 File Type: Text

**Formula For:** VERIZON**Denominator****Numerator****SELECT  
COUNT(\*)**

```
WHERE RPT_CAT = 'CR'
AND TRBL_CD IN ('FAC', 'CO', 'STN')
AND OSI = 'Y'
AND MCN 4 = 'NYNX'
```

**SELECT  
COUNT(\*)**

```
WHERE RPT_CAT = 'CR'
AND TRBL_CD IN ('FAC', 'CO', 'STN')
AND OSI = 'Y'
AND ACT_DUR > 240
AND MCN 4 = 'NYNX'
```

**UNE (Maintenance)**

Report Labels: MR-4-06-3140 POTS - Maintenance

Parity with VZ Retail

Guidelines: MR-4 - Trouble Duration Intervals

% Out of Service &gt; 4 hours - Platform

**Result:** (Numerator / Denominator) \* 100**Denominator:**

Count of out of service troubles (Loop &amp; CO).

**Numerator:**

Count of troubles out of service, where the trouble clear date and time less trouble receipt date and time is greater than 4 hours.

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** CLEC**Denominator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL LIKE "W*" AND TABLE VALIDATION ALGORITHM
AND SC IN ('RBM', 'RUC', 'RRM', 'RDXJX', 'RDXUX', 'RBX')
AND O = X
```

**Numerator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND CDT >= STARTDATE
AND CLDT, CLEAR > DATETIME(CLDT, CLEAR) + 4
AND CDT <= ENDDATE
AND RESELL LIKE "W*" AND TABLE VALIDATION
ALGORITHM
AND SC IN ('RBM', 'RUC', 'RRM', 'RDXJX', 'RDXUX', 'RBX')
AND O = X
```

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** VERIZON**Denominator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND AFLAG2 NOT IN ('D', 'I')
AND CS <> 11
AND TN NOT LIKE "IBZD*"
AND CDT >= STARTDATE
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
AND CDT <= ENDDATE
```

**Numerator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND CLDT, CLEAR > DATETIME(CLDT, CLEAR) + 4
AND O = X
AND AFLAG2 NOT IN ('D', 'I')
AND CS <> 11
AND TN NOT LIKE "IBZD*"
AND CDT >= STARTDATE
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
AND CDT <= ENDDATE
```

**UNE (Maintenance)**

Report Labels: MR-4-06-3200 Special Services - Maintenance

Parity with VZ Retail

Guidelines: MR-4 - Trouble Duration Intervals

% Out of Service &gt; 4 hours

**Result:** (Numerator / Denominator) \* 100**Denominator:**

Count of out of service troubles (Loop &amp; CO).

**Numerator:**

Count of troubles out of service, where the trouble clear date and time less trouble receipt date and time is greater than 4 hours.

**Filtered output file:** MR Specials - Detail

For the details on the above out put filtered file layout refer to File Appendix: 25 File Type: Text

**Formula For:** CLEC**Denominator****Numerator****SELECT  
COUNT(\*)**

```
WHERE MCN 4 = 'AECN'  
AND RPT_CAT = 'CR'  
AND TRBL_CD IN ('FAC', 'CO', 'STN')  
AND OSI = 'Y'
```

**SELECT  
COUNT(\*)**

```
WHERE MCN 4 = 'AECN'  
AND RPT_CAT = 'CR'  
AND TRBL_CD IN ('FAC', 'CO', 'STN')  
AND OSI = 'Y'  
AND ACT_DUR > 240
```

**Filtered output file:** MR Specials - Detail

For the details on the above out put filtered file layout refer to File Appendix: 25 File Type: Text

**Formula For:** VERIZON**Denominator****Numerator****SELECT  
COUNT(\*)**

```
WHERE MCN 4 = 'NYNX'  
AND RPT_CAT = 'CR'  
AND TRBL_CD IN ('FAC', 'CO', 'STN')  
AND OSI = 'Y'
```

**SELECT  
COUNT(\*)**

```
WHERE MCN 4 = 'NYNX'  
AND RPT_CAT = 'CR'  
AND TRBL_CD IN ('FAC', 'CO', 'STN')  
AND OSI = 'Y'  
AND ACT_DUR > 240
```

TRUNKS (Aggregate)

Report Labels: MR-4-06-5000 MAINTENANCE Parity with IXC / FGD

Guidelines: MR-4 - Trouble Duration Intervals

% Out of Service > 4 hours

Result: (Numerator / Denominator) \* 100

<b>Denominator:</b> Count of out of service troubles (Loop & CO).	<b>Numerator:</b> Count of troubles out of service, where the trouble clear date and time less trouble receipt date and time is greater than 4 hours.
--	--

**Filtered output file:** MR Trunks(Aggregate)

For the details on the above out put filtered file layout refer to File Appendix: 24 File Type: Text

**Formula For:** CLEC

Denominator	Numerator
<div>SELECT COUNT(*) WHERE CLOSED_DT &gt;= STARTDATE AND CLOSED_DT &lt;= ENDDATE AND STATE = 'NJ' AND CLEC_IND = YES AND TRBL_CD IN (FAC,CO)</div>	<div>SELECT COUNT(*) WHERE CLOSED_DT &gt;= STARTDATE AND CLOSED_DT &lt;= ENDDATE AND STATE = 'NJ' AND CLEC_IND = YES AND TRBL_CD IN (FAC,CO)</div>

**RESALE (Maintenance)**

Report Labels: MR-4-07-2100 POTS - Maintenance

Parity with VZ Retail

Guidelines: MR-4 - Trouble Duration Intervals

% Out of Service &gt; 12 hours

**Result:** (Numerator / Denominator) \* 100**Denominator:**

Count of out of service troubles (Loop &amp; CO) .

**Numerator:**

Count of troubles out of service, where the trouble clear date and time less trouble receipt date and time is greater than 12 hours

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** CLEC**Denominator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND O = X
AND AFLAG2 NOT IN ('D', 'I')
AND CS <> 11
AND TN NOT LIKE "IBZD*"
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL LIKE "S*" AND TABLE VALIDATION ALGORITHM
```

**Numerator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND O = X
AND CLDT, CLEAR > RDT, RECT + 12
AND AFLAG2 NOT IN ('D', 'I')
AND CS <> 11
AND TN NOT LIKE "IBZD*"
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL LIKE "S*" AND TABLE VALIDATION
ALGORITHM
```

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** VERIZON**Denominator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND O = X
AND AFLAG2 NOT IN ('D', 'I')
AND CS <> 11
AND TN NOT LIKE "IBZD*"
AND CDT >= STARTDATE
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
AND CDT <= ENDDATE
```

**Numerator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND O = X
AND CLDT, CLEAR > CLDT, CLEAR + 12
AND AFLAG2 NOT IN ('D', 'I')
AND CS <> 11
AND TN NOT LIKE "IBZD*"
AND CDT >= STARTDATE
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
AND CDT <= ENDDATE
```

**RESALE (Maintenance)**

Report Labels: MR-4-07-2200 Special Services - Maintenance

Parity with VZ Retail

Guidelines: MR-4 - Trouble Duration Intervals

% Out of Service &gt; 12 hours - Specials

**Result:** (Numerator / Denominator) \* 100**Denominator:**

Count of out of service troubles (Loop &amp; CO) .

**Numerator:**

Count of troubles out of service, where the trouble clear date and time less trouble receipt date and time is greater than 12 hours

**Filtered output file:** MR Specials - Detail

For the details on the above out put filtered file layout refer to File Appendix: 25 File Type: Text

**Formula For:** CLEC**Denominator**

```
SELECT
COUNT(*)
WHERE RPT_CAT = 'CR'
AND TRBL_CD IN ('FAC', 'CO', 'STN')
AND OSI = 'Y'
AND MCN 4 = 'RSID'
```

**Numerator**

```
SELECT
COUNT(*)
WHERE RPT_CAT = 'CR'
AND TRBL_CD IN ('FAC', 'CO', 'STN')
AND OSI = 'Y'
AND ACT_DUR > 720
AND MCN 4 = 'RSID'
```

**Filtered output file:** MR Specials - Detail

For the details on the above out put filtered file layout refer to File Appendix: 25 File Type: Text

**Formula For:** VERIZON**Denominator**

```
SELECT
COUNT(*)
WHERE RPT_CAT = 'CR'
AND TRBL_CD IN ('FAC', 'CO', 'STN')
AND OSI = 'Y'
AND MCN 4 = 'NYNX'
```

**Numerator**

```
SELECT
COUNT(*)
WHERE RPT_CAT = 'CR'
AND TRBL_CD IN ('FAC', 'CO', 'STN')
AND OSI = 'Y'
AND ACT_DUR > 720
AND MCN 4 = 'NYNX'
```

**RESALE (Maintenance)**

Report Labels: MR-4-07-2341

Complex Services - 2 Wire Digital

Parity with VZ Retail

Guidelines: MR-4 - Trouble Duration Intervals

% Out of Service &gt; 12 hours

**Result:** (Numerator / Denominator) \* 100**Denominator:**

Count of out of service troubles (Loop &amp; CO) .

**Numerator:**

Count of troubles out of service, where the trouble clear date and time less trouble receipt date and time is greater than 12 hours

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** CLEC**Denominator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND O = X
AND AFLAG2 = 'I'
OR CS = 11
OR TN = "IBZD*"
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL LIKE "S*" AND TABLE VALIDATION ALGORITHM
```

**Numerator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND O = X
AND CLDT, CLEAR > RDT, RECT + 12
AND AFLAG2 = 'I'
OR CS = 11
OR TN = "IBZD*"
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL LIKE "S*" AND TABLE VALIDATION
ALGORITHM
```

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** VERIZON**Denominator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND O = X
AND AFLAG2 = 'I'
OR CS = 11
OR TN = "IBZD*"
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
```

**Numerator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND O = X
AND CLDT, CLEAR > DATETIME(CLDT, CLEAR) + 12
AND AFLAG2 = 'I'
OR CS = 11
OR TN = "IBZD*"
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
```

**RESALE (Maintenance)**

Report Labels: MR-4-07-2342

Complex Services - 2 Wire xDSL

Parity with VZ Retail

Guidelines: MR-4 - Trouble Duration Intervals

% Out of Service &gt; 12 hours

**Result:** (Numerator / Denominator) \* 100**Denominator:**

Count of out of service troubles (Loop &amp; CO) .

**Numerator:**

Count of troubles out of service, where the trouble clear date and time less trouble receipt date and time is greater than 12 hours

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** CLEC**Denominator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND O = X
AND AFLAG2 = 'D'
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL LIKE "S*" AND TABLE VALIDATION ALGORITHM
```

**Numerator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND O = X
AND CLDT, CLEAR > RDT, RECT + 12
AND AFLAG2 = 'D'
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL LIKE "S*" AND TABLE VALIDATION ALGORITHM
```

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** VERIZON**Denominator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND O = X
AND AFLAG2 = 'D'
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
```

**Numerator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND O = X
AND CLDT, CLEAR > DATETIME(CLDT, CLEAR) + 12
AND AFLAG2 = 'D'
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
```



**UNE (Maintenance)**

Report Labels: MR-4-07-3112 POTS - Maintenance

Parity with VZ Retail

Guidelines: MR-4 - Trouble Duration Intervals

% Out of Service &gt; 12 hours - Loop

**Result:** (Numerator / Denominator) \* 100**Denominator:**

Count of out of service troubles (Loop &amp; CO) .

**Numerator:**

Count of troubles out of service, where the trouble clear date and time less trouble receipt date and time is greater than 12 hours

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** CLEC**Denominator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND O = X
AND TN = "TXNU*"
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL LIKE "W*" AND TABLE VALIDATION ALGORITHM
```

**Numerator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND O = X
AND TN = "TXNU*"
AND CLDT, CLEAR > RDT, RECT + 12
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL LIKE "W*" AND TABLE VALIDATION
ALGORITHM
```

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** VERIZON**Denominator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND AFLAG2 NOT IN ('D', 'I')
AND O = X
AND CS <> 11
AND TN NOT LIKE "IBZD*"
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
```

**Numerator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND AFLAG2 NOT IN ('D', 'I')
AND O = X
AND CS <> 11
AND CLDT, CLEAR > DATETIME(CLDT, CLEAR) + 12
AND TN NOT LIKE "IBZD*"
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
```

**UNE (Maintenance)**

Report Labels: MR-4-07-3140 POTS - Maintenance

Parity with VZ Retail

Guidelines: MR-4 - Trouble Duration Intervals

% Out of Service &gt; 12 hours - Platform

**Result:** (Numerator / Denominator) \* 100**Denominator:**

Count of out of service troubles (Loop &amp; CO) .

**Numerator:**

Count of troubles out of service, where the trouble clear date and time less trouble receipt date and time is greater than 12 hours

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** CLEC**Denominator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND O = X
AND CDT <= ENDDATE
AND CDT >= STARTDATE
AND RESELL LIKE "W*" AND TABLE VALIDATION ALGORITHM
AND SC IN ('RBM', 'RUC', 'RRM', 'RDXJX', 'RDXUX', 'RBX')
```

**Numerator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND O = X
AND CDT <= ENDDATE
AND CDT >= STARTDATE
AND CLDT, CLEAR > RDT, RECT + 12
AND RESELL LIKE "W*" AND TABLE VALIDATION
ALGORITHM
AND SC IN ('RBM', 'RUC', 'RRM', 'RDXJX', 'RDXUX', 'RBX')
```

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** VERIZON**Denominator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND AFLAG2 NOT IN ('D', 'I')
AND O = X
AND CS <> 11
AND TN NOT LIKE "IBZD*"
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
```

**Numerator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND AFLAG2 NOT IN ('D', 'I')
AND O = X
AND CS <> 11
AND CLDT, CLEAR > DATETIME(CLDT, CLEAR) + 12
AND TN NOT LIKE "IBZD*"
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
```

**UNE (Maintenance)**

Report Labels: MR-4-07-3200

Special Services - Maintenance

Parity with VZ Retail

Guidelines: MR-4 - Trouble Duration Intervals

% Out of Service &gt; 12 hours

**Result:** (Numerator / Denominator) \* 100**Denominator:**

Count of out of service troubles (Loop &amp; CO) .

**Numerator:**

Count of troubles out of service, where the trouble clear date and time less trouble receipt date and time is greater than 12 hours

**Filtered output file:** MR Specials - Detail

For the details on the above out put filtered file layout refer to File Appendix: 25 File Type: Text

**Formula For:** CLEC**Denominator****Numerator****SELECT  
COUNT(\*)**

```
WHERE RPT_CAT = 'CR'
AND TRBL_CD IN ('FAC', 'CO', 'STN')
AND OSI = 'Y'
AND MCN 4 = 'AECN'
```

**SELECT  
COUNT(\*)**

```
WHERE RPT_CAT = 'CR'
AND TRBL_CD IN ('FAC', 'CO', 'STN')
AND OSI = 'Y'
AND ACT_DUR > 720
AND MCN 4 = 'AECN'
```

**Filtered output file:** MR Specials - Detail

For the details on the above out put filtered file layout refer to File Appendix: 25 File Type: Text

**Formula For:** VERIZON**Denominator****Numerator****SELECT  
COUNT(\*)**

```
WHERE RPT_CAT = 'CR'
AND TRBL_CD IN ('FAC', 'CO', 'STN')
AND OSI = 'Y'
AND MCN 4 = 'NYNX'
```

**SELECT  
COUNT(\*)**

```
WHERE RPT_CAT = 'CR'
AND TRBL_CD IN ('FAC', 'CO', 'STN')
AND OSI = 'Y'
AND ACT_DUR > 720
AND MCN 4 = 'NYNX'
```

**UNE (Maintenance)**

Report Labels: MR-4-07-3341

Complex Services - 2 Wire Digital

Parity with VZ Retail

Guidelines: MR-4 - Trouble Duration Intervals

% Out of Service &gt; 12 hours

**Result:** (Numerator / Denominator) \* 100**Denominator:**

Count of out of service troubles (Loop &amp; CO) .

**Numerator:**

Count of troubles out of service, where the trouble clear date and time less trouble receipt date and time is greater than 12 hours

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** CLEC**Denominator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND O = X
OR TN IN ("DY","TY", "HMXV") )
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL LIKE "W*" AND TABLE VALIDATION ALGORITHM
```

**Numerator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND O = X
OR CLDT, CLEAR > RDT, RECT + 12
AND TN IN ("DY","TY", "HMXV") )
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL LIKE "W*" AND TABLE VALIDATION
ALGORITHM
```

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** VERIZON**Denominator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND AFLAG2 = 'D'
AND O = X
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND ( AFLAG2 = 'I'
OR CS = 11
OR TN IN ('DY', 'TY', 'HMXU') )
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
```

**Numerator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND AFLAG2 = 'D'
AND O = X
AND CLDT, CLEAR > DATETIME(CLDT, CLEAR) + 12
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND ( AFLAG2 = 'I'
OR CS = 11
OR TN IN ('DY', 'TY', 'HMXU') )
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
```

**UNE (Maintenance)**

Report Labels: MR-4-07-3342

Complex Services - 2 Wire xDSL

Parity with VZ Retail

Guidelines: MR-4 - Trouble Duration Intervals

% Out of Service &gt; 12 hours

**Result:** (Numerator / Denominator) \* 100**Denominator:**

Count of out of service troubles (Loop &amp; CO) .

**Numerator:**

Count of troubles out of service, where the trouble clear date and time less trouble receipt date and time is greater than 12 hours

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** CLEC**Denominator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND O = X
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL LIKE "W*" AND TABLE VALIDATION ALGORITHM
AND ( TN LIKE 'ARDU', 'AQDU'
OR AFLAG2 = 'L' )
```

**Numerator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND O = X
AND CLDT, CLEAR > RDT, RECT + 12
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL LIKE "W*" AND TABLE VALIDATION
ALGORITHM
AND ( TN LIKE 'ARDU', 'AQDU'
OR AFLAG2 = 'L' )
```

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** VERIZON**Denominator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND AFLAG2 = 'D'
AND O = X
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
```

**Numerator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND AFLAG2 = 'D'
AND O = X
AND CLDT, CLEAR > DATETIME(CLDT, CLEAR) + 12
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
```

TRUNKS (Aggregate)

Report Labels: MR-4-07-5000 MAINTENANCE Parity with IXC / FGD

Guidelines: MR-4 - Trouble Duration Intervals

% Out of Service > 12 hours

Result: (Numerator / Denominator) \* 100

<b>Denominator:</b> Count of out of service troubles (Loop & CO) .	<b>Numerator:</b> Count of troubles out of service, where the trouble clear date and time less trouble receipt date and time is greater than 12 hours
---	--

**Filtered output file:** MR Trunks(Aggregate)

For the details on the above out put filtered file layout refer to File Appendix: 24      File Type: Text

**Formula For:** CLEC

Denominator	Numerator
<b>SELECT</b> <b>COUNT(*)</b> WHERE CLOSED_DT >= STARTDATE AND CLOSED_DT <= ENDDATE AND STATE = 'NJ' AND CLEC_IND = YES AND TRBL_CD IN (FAC,CO)	<b>SELECT</b> <b>COUNT(*)</b> WHERE CLOSED_DT >= STARTDATE AND CLOSED_DT <= ENDDATE AND STATE = 'NJ' AND CLEC_IND = YES AND TRBL_CD IN (FAC,CO)

**RESALE (Maintenance)**

Report Labels: MR-4-08-2100 POTS - Maintenance

Parity with VZ Retail

Guidelines: MR-4 - Trouble Duration Intervals

% Out of Service &gt; 24 Hours

**Result:** (Numerator / Denominator) \* 100**Denominator:**

Count of out of service troubles (Loop &amp; CO).

**Numerator:**

Count of troubles out of service, where the trouble clear date and time less trouble receipt date and time is greater than 24 hours.

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** CLEC**Denominator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND O = X
AND AFLAG2 NOT IN ('D', 'I')
AND CS <> 11
AND TN NOT LIKE "IBZD*"
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL LIKE "S*" AND TABLE VALIDATION ALGORITHM
```

**Numerator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND CLDT, CLEAR > RDT, RECT + 24
AND O = X
AND AFLAG2 NOT IN ('D', 'I')
AND CS <> 11
AND TN NOT LIKE "IBZD*"
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL LIKE "S*" AND TABLE VALIDATION ALGORITHM
```

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** VERIZON**Denominator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND O = X
AND AFLAG2 NOT IN ('D', 'I')
AND CS <> 11
AND TN NOT LIKE "IBZD*"
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
```

**Numerator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND CLDT, CLEAR > RDT, RECT + 24
AND O = X
AND AFLAG2 NOT IN ('D', 'I')
AND CS <> 11
AND TN NOT LIKE "IBZD*"
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
```

**RESALE (Maintenance)**

Report Labels: MR-4-08-2200

Special Services - Maintenance

Parity with VZ Retail

Guidelines: MR-4 - Trouble Duration Intervals

% Out of Service &gt; 24 Hours - Specials

**Result:** (Numerator / Denominator) \* 100**Denominator:**

Count of out of service troubles (Loop &amp; CO).

**Numerator:**

Count of troubles out of service, where the trouble clear date and time less trouble receipt date and time is greater than 24 hours.

**Filtered output file:** MR Specials - Detail

For the details on the above out put filtered file layout refer to File Appendix: 25 File Type: Text

**Formula For:** CLEC**Denominator****Numerator****SELECT  
COUNT(\*)**

```
WHERE MCN 4 = 'RSID'  
AND RPT_CAT = 'CR'  
AND TRBL_CD IN ('FAC', 'CO', 'STN')  
AND OSI = 'Y'
```

**SELECT  
COUNT(\*)**

```
WHERE MCN 4 = 'RSID'  
AND RPT_CAT = 'CR'  
AND TRBL_CD IN ('FAC', 'CO', 'STN')  
AND OSI = 'Y'  
AND ACT_DUR > 1440
```

**Filtered output file:** MR Specials - Detail

For the details on the above out put filtered file layout refer to File Appendix: 25 File Type: Text

**Formula For:** VERIZON**Denominator****Numerator****SELECT  
COUNT(\*)**

```
WHERE MCN 4 = 'NYNX'  
AND RPT_CAT = 'CR'  
AND TRBL_CD IN ('FAC', 'CO', 'STN')  
AND OSI = 'Y'
```

**SELECT  
COUNT(\*)**

```
WHERE MCN 4 = 'NYNX'  
AND RPT_CAT = 'CR'  
AND TRBL_CD IN ('FAC', 'CO', 'STN')  
AND OSI = 'Y'  
AND ACT_DUR > 1440
```



**RESALE (Maintenance)**

Report Labels: MR-4-08-2341

Complex Services - 2 Wire Digital

Parity with VZ Retail

Guidelines: MR-4 - Trouble Duration Intervals

% Out of Service &gt; 24 Hours

**Result:** (Numerator / Denominator) \* 100**Denominator:**

Count of out of service troubles (Loop &amp; CO).

**Numerator:**

Count of troubles out of service, where the trouble clear date and time less trouble receipt date and time is greater than 24 hours.

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** CLEC**Denominator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND O = X
AND AFLAG2 = 'I'
OR CS = 11
OR TN LIKE "IBZD*"
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL LIKE "S*" AND TABLE VALIDATION ALGORITHM
```

**Numerator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND CLDT, CLEAR > RDT, RECT + 24
AND O = X
AND AFLAG2 = 'I'
OR CS = 11
OR TN LIKE "IBZD*"
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL LIKE "S*" AND TABLE VALIDATION ALGORITHM
```

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** VERIZON**Denominator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND O = X
AND AFLAG2 = 'I'
AND CS = 11
AND TN LIKE "IBZD*"
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
```

**Numerator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND CLDT, CLEAR > RDT, RECT + 24
AND O = X
AND AFLAG2 = 'I'
AND CS = 11
AND TN LIKE "IBZD*"
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
```

**RESALE (Maintenance)**

Report Labels: MR-4-08-2342

Complex Services - 2 Wire xDSL

Parity with VZ Retail

Guidelines: MR-4 - Trouble Duration Intervals

% Out of Service &gt; 24 Hours

**Result:** (Numerator / Denominator) \* 100**Denominator:**

Count of out of service troubles (Loop &amp; CO).

**Numerator:**

Count of troubles out of service, where the trouble clear date and time less trouble receipt date and time is greater than 24 hours.

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** CLEC**Denominator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND O = X
AND AFLAG2 = 'D'
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL LIKE "S*" AND TABLE VALIDATION ALGORITHM
```

**Numerator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND CLDT, CLEAR > RDT, RECT + 24
AND O = X
AND AFLAG2 = 'D'
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL LIKE "S*" AND TABLE VALIDATION
ALGORITHM
```

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** VERIZON**Denominator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND O = X
AND AFLAG2 = 'D'
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
```

**Numerator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND CLDT, CLEAR > RDT, RECT + 24
AND O = X
AND AFLAG2 = 'D'
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
```

**UNE (Maintenance)**

Report Labels: MR-4-08-3112 POTS - Maintenance

Parity with VZ Retail

Guidelines: MR-4 - Trouble Duration Intervals

% Out of Service &gt; 24 Hours - Loop

**Result:** (Numerator / Denominator) \* 100**Denominator:**

Count of out of service troubles (Loop &amp; CO).

**Numerator:**

Count of troubles out of service, where the trouble clear date and time less trouble receipt date and time is greater than 24 hours.

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** CLEC**Denominator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND O = X
AND TN = "TXNU*"
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL LIKE "W*" AND TABLE VALIDATION ALGORITHM
```

**Numerator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND O = X
AND CLDT, CLEAR > RDT, RECT + 24
AND TN = "TXNU*"
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL LIKE "W*" AND TABLE VALIDATION
ALGORITHM
```

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** VERIZON**Denominator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND AFLAG2 NOT IN ('D', 'I')
AND CS <> 11
AND O = X
AND TN NOT LIKE "IBZD*"
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
```

**Numerator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND AFLAG2 NOT IN ('D', 'I')
AND CLDT, CLEAR > RDT, RECT + 24
AND CS <> 11
AND O = X
AND TN NOT LIKE "IBZD*"
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
```

**UNE (Maintenance)**

Report Labels: MR-4-08-3140 POTS - Maintenance

Parity with VZ Retail

Guidelines: MR-4 - Trouble Duration Intervals

% Out of Service &gt; 24 Hours - Platform

**Result:** (Numerator / Denominator) \* 100**Denominator:**

Count of out of service troubles (Loop &amp; CO).

**Numerator:**

Count of troubles out of service, where the trouble clear date and time less trouble receipt date and time is greater than 24 hours.

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** CLEC**Denominator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL LIKE "W*" AND TABLE VALIDATION ALGORITHM
AND SC IN ('RBM', 'RUC', 'RRM', 'RDXJX', 'RDXUX', 'RBX')
AND O = X
```

**Numerator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND CLDT, CLEAR > RDT, RECT + 24
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL LIKE "W*" AND TABLE VALIDATION
ALGORITHM
AND SC IN ('RBM', 'RUC', 'RRM', 'RDXJX', 'RDXUX', 'RBX')
AND O = X
```

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** VERIZON**Denominator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND O = X
AND AFLAG2 NOT IN ('D', 'I')
AND CS <> 11
AND TN NOT LIKE "IBZD*"
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
```

**Numerator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND CLDT, CLEAR > RDT, RECT + 24
AND O = X
AND AFLAG2 NOT IN ('D', 'I')
AND CS <> 11
AND TN NOT LIKE "IBZD*"
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
```

**UNE (Maintenance)**

Report Labels: MR-4-08-3200 Special Services - Maintenance

Parity with VZ Retail

Guidelines: MR-4 - Trouble Duration Intervals

% Out of Service &gt; 24 Hours

**Result:** (Numerator / Denominator) \* 100**Denominator:**

Count of out of service troubles (Loop &amp; CO).

**Numerator:**

Count of troubles out of service, where the trouble clear date and time less trouble receipt date and time is greater than 24 hours.

**Filtered output file:** MR Specials - Detail

For the details on the above out put filtered file layout refer to File Appendix: 25 File Type: Text

**Formula For:** CLEC**Denominator****Numerator****SELECT  
COUNT(\*)**

```
WHERE RPT_CAT = 'CR'
AND TRBL_CD IN ('FAC', 'CO', 'STN')
AND OSI = 'Y'
AND MCN 4 = 'AECN'
```

**SELECT  
COUNT(\*)**

```
WHERE RPT_CAT = 'CR'
AND TRBL_CD IN ('FAC', 'CO', 'STN')
AND OSI = 'Y'
AND ACT_DUR > 1440
AND MCN 4 = 'AECN'
```

**Filtered output file:** MR Specials - Detail

For the details on the above out put filtered file layout refer to File Appendix: 25 File Type: Text

**Formula For:** VERIZON**Denominator****Numerator****SELECT  
COUNT(\*)**

```
WHERE RPT_CAT = 'CR'
AND TRBL_CD IN ('FAC', 'CO', 'STN')
AND OSI = 'Y'
AND MCN 4 = 'NYNX'
```

**SELECT  
COUNT(\*)**

```
WHERE RPT_CAT = 'CR'
AND TRBL_CD IN ('FAC', 'CO', 'STN')
AND OSI = 'Y'
AND ACT_DUR > 1440
AND MCN 4 = 'NYNX'
```

**UNE (Maintenance)**

Report Labels: MR-4-08-3341

Complex Services - 2 Wire Digital

Parity with VZ Retail

Guidelines: MR-4 - Trouble Duration Intervals

% Out of Service &gt; 24 Hours

**Result:** (Numerator / Denominator) \* 100**Denominator:**

Count of out of service troubles (Loop &amp; CO).

**Numerator:**

Count of troubles out of service, where the trouble clear date and time less trouble receipt date and time is greater than 24 hours.

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** CLEC**Denominator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND O = X
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND TN IN ('DY', 'TY', 'HMXU')
AND RESELL LIKE ("W*") AND TABLE VALIDATION
ALGORITHM
```

**Numerator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND CLDT, CLEAR > RDT, RECT + 24
AND O = X
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND TN IN ('DY', 'TY', 'HMXU')
AND RESELL LIKE ("W*") AND TABLE VALIDATION
ALGORITHM
```

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** VERIZON**Denominator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND O = X
AND ( AFLAG2 = 'I'
OR CS = 11
OR TN LIKE 'IBZD*' )
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
```

**Numerator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND CLDT, CLEAR > RDT, RECT + 24
AND O = X
AND ( AFLAG2 = 'I'
OR CS = 11
OR TN LIKE 'IBZD*' )
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
```

**UNE (Maintenance)**

Report Labels: MR-4-08-3342 Complex Services - 2 Wire xDSL

Parity with VZ Retail

Guidelines: MR-4 - Trouble Duration Intervals

% Out of Service &gt; 24 Hours

**Result:** (Numerator / Denominator) \* 100**Denominator:**

Count of out of service troubles (Loop &amp; CO).

**Numerator:**

Count of troubles out of service, where the trouble clear date and time less trouble receipt date and time is greater than 24 hours.

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** CLEC**Denominator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND O = X
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL LIKE "W*" AND TABLE VALIDATION ALGORITHM
AND ( TN LIKE 'ARDU', 'AQDU'
OR AFLAG2 = 'L' )
```

**Numerator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND CLDT, CLEAR > RDT, RECT + 24
AND O = X
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL LIKE "W*" AND TABLE VALIDATION
ALGORITHM
AND ( TN LIKE 'ARDU', 'AQDU'
OR AFLAG2 = 'L' )
```

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** VERIZON**Denominator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND AFLAG2 = 'D'
AND O = X
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
```

**Numerator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND CLDT, CLEAR > RDT, RECT + 24
AND AFLAG2 = 'D'
AND O = X
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
```

TRUNKS (Aggregate)

Report Labels: MR-4-08-5000 MAINTENANCE Parity with IXC / FGD

Guidelines: MR-4 - Trouble Duration Intervals

% Out of Service > 24 Hours

**Result:** (Numerator / Denominator) \* 100

<b>Denominator:</b> Count of out of service troubles (Loop & CO).	<b>Numerator:</b> Count of troubles out of service, where the trouble clear date and time less trouble receipt date and time is greater than 24 hours.
--	---

**Filtered output file:** MR Trunks(Aggregate)

For the details on the above out put filtered file layout refer to File Appendix: 24 File Type: Text

**Formula For:** CLEC

Denominator	Numerator
<b>SELECT</b> <b>COUNT(*)</b> WHERE CLOSED_DT >= STARTDATE AND CLOSED_DT <= ENDDATE AND STATE = 'NJ' AND CLEC_IND = YES AND TRBL_CD IN (FAC,CO)	<b>SELECT</b> <b>COUNT(*)</b> WHERE CLOSED_DT >= STARTDATE AND CLOSED_DT <= ENDDATE AND STATE = 'NJ' AND CLEC_IND = YES AND TRBL_CD IN (FAC,CO)



Guidelines For: MR-5 Repeat Trouble Reports

C2C Guideline:	
Definition:	The percent of all trouble reports (Disposition Codes <= 12) cleared that have an additional ("repeat") trouble report within 30 days that is found to be a BA network trouble (Disposition Codes 3, 4, or 5). (footnote 35) A "repeat" trouble report is defined as a trouble on the same line/circuit/trunk as a previous ("original") trouble report within the last 30 calendar days.
Performance Standard:	Parity with BA Retail.
Exclusions:	Excluded from the "original" trouble reports are: Troubles reported by Bell Atlantic employees in the course of performing preventative maintenance, where no customer has reported a trouble Excluded from the "repeat" trouble reports are: Subsequent reports (additional customer calls while the trouble is pending) Customer Premises Equipment (CPE) troubles. Troubles reported but not found (Found OK and Test OK). Troubles closed due to customer action. Troubles reported by Bell Atlantic employees in the course of performing preventative maintenance, where no customer has reported a trouble
Report Dimensions:	BA Retail, CLEC Aggregate, CLEC Specific, BA Affiliate Aggregate, BA Affiliate Specific
Geography:	POTS, 2 Wire Digital Services, and 2 Wire xDSL Services: Southern, Eastern Shore, Raritan, Suburban, Hudson-Bergen Specials: State Trunks: State
35 BA is now developing the ability to measure Maintenance for Complex services. Measurement of Maintenance performance for Complex services will begin when development c measurement capability is completed.	

**RESALE (Maintenance)**

Report Labels: MR-5-01-2100 POTS - Maintenance

Parity with VZ Retail

Guidelines: MR-5 - Repeat Trouble Reports

% Repeat Reports within 30 Days

**Result:** (Numerator / Denominator) \* 100**Denominator:**

Total central office and loop Found troubles (Disposition codes 03, 04 and 05)

**Numerator:**

Count of central office and loop troubles that had previous troubles within the last 30 days. (Disposition codes 03/04/05, That Repeated From any Disposition codes 12)

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** CLEC**Denominator****Numerator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND ( AFLAG2 NOT IN ('D', 'I')
AND CS <> 11
AND TN NOT LIKE "IBZD*"
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL LIKE "S*" AND TABLE VALIDATION ALGORITHM
```

```
SELECT
COUNT(*)
WHERE OR <> 'I'
AND FDIS >= 0300
AND FDIS <= 0599
AND ( AFLAG2 NOT IN ('D', 'I')
AND CS <> 11
AND TN NOT LIKE "IBZD*"
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL LIKE "S*" AND TABLE VALIDATION ALGORITHM
AND R30 = 'X'
```

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** VERIZON**Denominator****Numerator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND AFLAG2 NOT IN ('D', 'I')
AND CS <> 11
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
AND TN NOT LIKE "IBZD*"
AND CDT >= STARTDATE
AND CDT <= ENDDATE
```

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND R30 = 'X'
AND AFLAG2 NOT IN ('D', 'I')
AND CS <> 11
AND OR <> 'I'
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
AND TN NOT LIKE "IBZD*"
AND CDT >= STARTDATE
AND CDT <= ENDDATE
```

**RESALE (Maintenance)**

Report Labels: MR-5-01-2200

Special Services - Maintenance

Parity with VZ Retail

Guidelines: MR-5 - Repeat Trouble Reports

% Repeat Reports within 30 Days

**Result:** (Numerator / Denominator) \* 100**Denominator:**

Total central office and loop Found troubles (Disposition codes 03, 04 and 05)

**Numerator:**

Count of central office and loop troubles that had previous troubles within the last 30 days. (Disposition codes 03/04/05, That Repeated From any Disposition codes 12)

**Filtered output file:** MR Specials - Detail

For the details on the above out put filtered file layout refer to File Appendix: 25 File Type: Text

**Formula For:** CLEC**Denominator**

```
SELECT
COUNT(*)
WHERE MCN 4 = 'RSID'
AND RPT_CAT = 'CR'
AND TRBL_CD IN ('FAC', 'CO', 'STN')
```

**Numerator**

```
SELECT
COUNT(*)
WHERE RPL_FLAG = 'Y'
AND MCN 4 = 'RSID'
AND RPT_CAT = 'CR'
AND TRBL_CD IN ('FAC', 'CO', 'STN')
```

**Filtered output file:** MR Specials - Detail

For the details on the above out put filtered file layout refer to File Appendix: 25 File Type: Text

**Formula For:** VERIZON**Denominator**

```
SELECT
COUNT(*)
WHERE MCN 4 = 'NYNX'
AND RPT_CAT = 'CR'
AND TRBL_CD IN ('FAC', 'CO', 'STN')
```

**Numerator**

```
SELECT
COUNT(*)
WHERE RPL_FLAG = 'Y'
AND MCN 4 = 'NYNX'
AND RPT_CAT = 'CR'
AND TRBL_CD IN ('FAC', 'CO', 'STN')
```

**RESALE (Maintenance)**

Report Labels: MR-5-01-2341

Complex Services - 2 Wire Digital

Parity with VZ Retail

Guidelines: MR-5 - Repeat Trouble Reports

% Repeat Reports within 30 Days

**Result:** (Numerator / Denominator) \* 100**Denominator:**

Total central office and loop Found troubles (Disposition codes 03, 04 and 05)

**Numerator:**

Count of central office and loop troubles that had previous troubles within the last 30 days. (Disposition codes 03/04/05, That Repeated From any Disposition codes 12)

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** CLEC**Denominator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND ( AFLAG2 = 'I'
OR CS = 11
OR TN LIKE "IBZD*" )
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL LIKE "S*" AND TABLE VALIDATION ALGORITHM
```

**Numerator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND ( R30 = 'X'
AND OR <> 'I' )
AND ( AFLAG2 = 'I'
OR CS = 11
OR TN LIKE "IBZD*" )
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL LIKE "S*" AND TABLE VALIDATION ALGORITHM
```

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** VERIZON**Denominator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND ( AFLAG2 = 'I'
OR CS = 11
OR TN LIKE "IBZD*" )
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
AND CDT >= STARTDATE
AND CDT <= ENDDATE
```

**Numerator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND ( R30 = 'X'
AND OR <> 'I' )
AND ( AFLAG2 = 'I'
OR CS = 11
OR TN LIKE "IBZD*" )
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
AND CDT >= STARTDATE
AND CDT <= ENDDATE
```

**RESALE (Maintenance)**

Report Labels: MR-5-01-2342

Complex Services - 2 Wire xDSL

Parity with VZ Retail

Guidelines: MR-5 - Repeat Trouble Reports

% Repeat Reports within 30 Days

**Result:** (Numerator / Denominator) \* 100**Denominator:**

Total central office and loop Found troubles (Disposition codes 03, 04 and 05)

**Numerator:**

Count of central office and loop troubles that had previous troubles within the last 30 days. (Disposition codes 03/04/05, That Repeated From any Disposition codes 12)

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** CLEC**Denominator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND ( AFLAG2 = 'D'
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL LIKE "S*" AND TABLE VALIDATION ALGORITHM
```

**Numerator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND ( R30 = 'X'
AND OR <> 'I' )
AND AFLAG2 = 'D'
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL LIKE "S*" AND TABLE VALIDATION ALGORITHM
```

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** VERIZON**Denominator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND ( AFLAG2 = 'D'
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
```

**Numerator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND ( R30 = 'X'
AND OR <> 'I' )
AND AFLAG2 = 'D'
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
```

**UNE (Maintenance)**

Report Labels: MR-5-01-3112 POTS - Maintenance

Parity with VZ Retail

Guidelines: MR-5 - Repeat Trouble Reports

% Repeat Reports within 30 Days - Loop

**Result:** (Numerator / Denominator) \* 100**Denominator:**

Total central office and loop Found troubles (Disposition codes 03, 04 and 05)

**Numerator:**

Count of central office and loop troubles that had previous troubles within the last 30 days. (Disposition codes 03/04/05, That Repeated From any Disposition codes 12)

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** CLEC**Denominator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND ( TN = "TXNU*"
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL LIKE "W*" AND TABLE VALIDATION ALGORITHM
```

**Numerator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND ( R30 = 'X'
AND OR <> 'I' )
AND TN = "TXNU*"
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL LIKE "W*" AND TABLE VALIDATION
ALGORITHM
```

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** VERIZON**Denominator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND ( AFLAG2 NOT IN ('D', 'I')
AND CS <> 11
AND TN NOT LIKE "IBZD*"
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
AND CDT >= STARTDATE
AND CDT <= ENDDATE
```

**Numerator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND ( R30 = 'X'
AND OR <> 'I' )
AND AFLAG2 NOT IN ('D', 'I')
AND CS <> 11
AND TN NOT LIKE "IBZD*"
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
AND CDT >= STARTDATE
AND CDT <= ENDDATE
```

**UNE (Maintenance)**

Report Labels: MR-5-01-3140 POTS - Maintenance

Parity with VZ Retail

Guidelines: MR-5 - Repeat Trouble Reports

% Repeat Reports within 30 Days - Platform

**Result:** (Numerator / Denominator) \* 100**Denominator:**

Total central office and loop Found troubles (Disposition codes 03, 04 and 05)

**Numerator:**

Count of central office and loop troubles that had previous troubles within the last 30 days. (Disposition codes 03/04/05, That Repeated From any Disposition codes 12)

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** CLEC**Denominator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND ( CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL LIKE ("W*") AND TABLE VALIDATION
ALGORITHM
```

**Numerator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND ( R30 = 'X'
AND OR <> 'I' )
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL LIKE ("W*") AND TABLE VALIDATION
ALGORITHM
AND SC IN ('RBM', 'RUC', 'RRM', 'RDXJX', 'RDXUX', 'RHHDx',
'RBx')
```

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** VERIZON**Denominator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND ( AFLAG2 NOT IN ('D', 'I')
AND CS <> 11
AND TN NOT LIKE "IBZD*"
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
```

**Numerator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND ( R30 = 'X'
AND OR <> 'I' )
AND AFLAG2 NOT IN ('D', 'I')
AND CS <> 11
AND TN NOT LIKE "IBZD*"
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
```

**UNE (Maintenance)**

Report Labels: MR-5-01-3200

Special Services - Maintenance

Parity with VZ Retail

Guidelines: MR-5 - Repeat Trouble Reports

% Repeat Reports within 30 Days

**Result:** (Numerator / Denominator) \* 100**Denominator:**

Total central office and loop Found troubles (Disposition codes 03, 04 and 05)

**Numerator:**

Count of central office and loop troubles that had previous troubles within the last 30 days. (Disposition codes 03/04/05, That Repeated From any Disposition codes 12)

**Filtered output file:** MR Specials - Detail

For the details on the above out put filtered file layout refer to File Appendix: 25 File Type: Text

**Formula For:** CLEC**Denominator**

```
SELECT
COUNT(*)
WHERE MCN 4 = 'AECN'
AND RPT_CAT = 'CR'
AND TRBL_CD IN ('FAC', 'CO', 'STN')
```

**Numerator**

```
SELECT
COUNT(*)
WHERE MCN 4 = 'AECN'
AND RPI_FLAG = 'Y'
AND RPT_CAT = 'CR'
AND TRBL_CD IN ('FAC', 'CO', 'STN')
```

**Filtered output file:** MR Specials - Detail

For the details on the above out put filtered file layout refer to File Appendix: 25 File Type: Text

**Formula For:** VERIZON**Denominator**

```
SELECT
COUNT(*)
WHERE MCN 4 = 'NYNX'
AND RPT_CAT = 'CR'
AND TRBL_CD IN ('FAC', 'CO', 'STN')
```

**Numerator**

```
SELECT
COUNT(*)
WHERE MCN 4 = 'NYNX'
AND RPI_FLAG = 'Y'
AND RPT_CAT = 'CR'
AND TRBL_CD IN ('FAC', 'CO', 'STN')
```



**UNE (Maintenance)**

Report Labels: MR-5-01-3341

Complex Services - 2 Wire Digital

Parity with VZ Retail

Guidelines: MR-5 - Repeat Trouble Reports

% Repeat Reports within 30 Days

**Result:** (Numerator / Denominator) \* 100**Denominator:**

Total central office and loop Found troubles (Disposition codes 03, 04 and 05)

**Numerator:**

Count of central office and loop troubles that had previous troubles within the last 30 days. (Disposition codes 03/04/05, That Repeated From any Disposition codes 12)

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** CLEC**Denominator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND ( TN IN ('DY', 'TY', 'HMXU')
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL LIKE "W*" AND TABLE VALIDATION ALGORITHM
```

**Numerator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND ( R30 = 'X'
AND OR <> 'I' )
AND TN IN ('DY', 'TY', 'HMXU')
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL LIKE "W*" AND TABLE VALIDATION
ALGORITHM
```

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** VERIZON**Denominator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND ( AFLAG2 = 'I'
OR CS = 11
OR TN LIKE 'IBZD*' )
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
AND CDT >= STARTDATE
AND CDT <= ENDDATE
```

**Numerator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND ( R30 = 'X'
AND OR <> 'I' )
AND ( AFLAG2 = 'I'
OR CS = 11
OR TN LIKE 'IBZD*' )
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
AND CDT >= STARTDATE
AND CDT <= ENDDATE
```

**UNE (Maintenance)**

Report Labels: MR-5-01-3342

Complex Services - 2 Wire xDSL

Parity with VZ Retail

Guidelines: MR-5 - Repeat Trouble Reports

% Repeat Reports within 30 Days

**Result:** (Numerator / Denominator) \* 100**Denominator:**

Total central office and loop Found troubles (Disposition codes 03, 04 and 05)

**Numerator:**

Count of central office and loop troubles that had previous troubles within the last 30 days. (Disposition codes 03/04/05, That Repeated From any Disposition codes 12)

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** CLEC**Denominator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND ( AFLAG2 = 'L'
OR TN LIKE ('ARDU', 'AQDU') )
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL LIKE "W*" AND TABLE VALIDATION ALGORITHM
```

**Numerator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND ( R30 = 'X'
AND OR <> 'I' )
AND ( AFLAG2 = 'L'
OR TN LIKE ('ARDU', 'AQDU') )
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL LIKE "W*" AND TABLE VALIDATION
ALGORITHM
```

**Filtered output file:** FCC File Extract Def

For the details on the above out put filtered file layout refer to File Appendix: 23 File Type: Text

**Formula For:** VERIZON**Denominator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND ( AFLAG2 = 'D'
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
```

**Numerator**

```
SELECT
COUNT(*)
WHERE FDIS >= 0300
AND FDIS <= 0599
AND ( R30 = 'X'
AND OR <> 'I' )
AND AFLAG2 = 'D'
AND CDT >= STARTDATE
AND CDT <= ENDDATE
AND RESELL IS NULL AND TABLE VALIDATION ALGORITHM
```

TRUNKS (Aggregate)

Report Labels: MR-5-01-5400 MAINTENANCE Parity with IXC / FGD

Guidelines: MR-5 - Repeat Trouble Report Rates  
% Repeat Reports within 30 Days

**Result:** (Numerator / Denominator) \* 100

Denominator:	Numerator:
Total central office and loop Found troubles (Disposition codes 03, 04 and 05)	Count of central office and loop troubles that had previous troubles within the last 30 days. (Disposition codes 03/04/05, That Repeated From any Disposition codes 12)

**Filtered output file:** MR Trunks(Aggregate)

For the details on the above out put filtered file layout refer to File Appendix: 24 File Type: Text

**Formula For:** CLEC

Denominator

Numerator

SELECT  
COUNT(\*)  
WHERE CLOSED\_DT >= STARTDATE  
AND CLOSED\_DT <= ENDDATE  
AND STATE = 'NJ'  
AND CLEC\_IND = YES  
AND TRBL\_CD IN (FAC,CO)

SELECT  
COUNT(\*)  
WHERE CLOSED\_DT >= STARTDATE  
AND CLOSED\_DT <= ENDDATE  
AND STATE = 'NJ'  
AND CLEC\_IND = YES  
AND TRBL\_CD IN (FAC,CO)  
AND RPR = 'Y'